

Mediation/Conflict Management



Conflict Management Specialist Certificate

Statement of Purpose

The purpose of this State-approved certificate program is to establish students as competent conflict resolution specialists emphasizing the practice of mediation. Our program has high standards of accountability for student success and achievement. The array of courses in the certificate program is designed to produce competent mediators and conflict resolution professionals who can ably assist individuals, groups, and organizations to achieve successful and enduring resolution of disputes and conflicts.

The educational foundation provided by this program indicates to both students and their potential clients that holders of the Conflict Management Specialist Certificate from El Centro College are well equipped with conflict management and conflict resolutions skills and have a commitment to professional excellence. There are two separate certificates, one for credit and one for non-credit.

Required Courses

	Credit Hours	CE Contact Hours
Introduction to Conflict Dynamics	3	48
Introduction to Negotiation	3	48
Introduction to Mediation (State-required 40 hr basic mediator training)	3	48
Introduction to Divorce Mediation (State-required training for family cases)	3	48
Advanced Mediation	3	48
Advanced Conflict Management	3	48

Electives [Students must chose three courses from those listed below]

	Credit Hours	CE Contact Hours
Introduction to Cross-Cultural Dispute Resolution	3	48
Current Issues and Trends	3	48
Practicum-Conflict Management	3	48
Texas Family Code in Dispute Resolution	3	48
Counseling Theories and Skills	3	48
Arbitration and Dispute Resolution	3	48
Workplace Dispute Resolution	3	48
Ethics for Conflict Management	3	48
Advanced Negotiation	3	48

When students successfully complete each course they will receive a certificate of course completion. If students complete all procedures and paperwork necessary prior to the completion of their course work, they will receive the Conflict Management Specialist Certificate (approved by the Texas Higher Education Coordinating Board).

Contact Information

Adam McGough (Director: Conflict Resolution Studies) 214 860-2393
Janet McClanahan (Administrative Assistant: Arts and Sciences Division) 214-860-2392

Mediation/Conflict Management

INTRODUCTION TO MEDIATION

Defines the process of mediation, its history and development, and theories of conflict resolution and negotiation. This course fulfills the requirements of Senate Bill 1436 for mediation training in Texas. Students also learn how to be successful third party neutrals.

DRCM1072.54501 Instructor- McGough, A.

FSU 8/14-8/29 8:00a-5:00p
48 hrs R600 \$123
Meets 5-9 on 8/14 and 1-5 on 8/16
Will not meet 8/21, or 8/28

DRCM1072.51501 Instructor- McGough, A.

RS 10/29-11/8 8:00a-5:00p
48 hrs R600 \$123
Meets 5-9 on 10/29 and 11/5
***NOTE:** Two hours in addition to those listed above are required for online or other activities outside the classroom.

TEXAS FAMILY CODE IN DISPUTE RESOLUTION

This course surveys the Texas Family Code with particular emphasis on adoption, divorce, paternity, custody, support, and child care. This course provides a foundation of family law in order to assist practitioners address aspects of family law in mediation and conflict resolution.

DRCM2071.51501 Instructor - Shughart, M.

FSU 9/11-9/20 8:00a-5:00p
48 hrs R600 \$123
Class will meet from 1:00-5:00 on 9/11 and 9/18

INTRODUCTION TO CONFLICT DYNAMICS

The foundation course in the field of dispute resolution that includes negotiation, mediation, and arbitration. It examines the nature of disputes and the multiple arenas in which conflict occurs. This course provides an overview of professional opportunities in dispute resolution studies

DRCM1070.54501 Instructor - Currier, G.

SU 9/5-9/19 8:00a-5:00p
48 hrs A631 \$123
***NOTE:** Two hours in addition to those listed above are required for online or other activities outside the classroom.

ADVANCED CONFLICT MANAGEMENT

Prerequisite: Introduction to Conflict Dynamics. This course is a capstone experience that examines the process of becoming a professional conflict specialist in multiple settings including consulting and working with advocates, corporations, organizations, communities and nations on both specific and broad conflict issues.

DRCM2078.51501 Instructor - Gilbert, C.

M 9/14-11/16 5:30-9:30 pm
48 hrs Dispute Mediation \$123
Service (DMS)

DMS is located at 4144 N. Central Expressway, Suite 1010, Dallas, TX 75204

***NOTE:** Two hours in addition to those listed above are required for online or other activities outside the classroom.

INTRODUCTION TO NEGOTIATION

Teaches the techniques necessary to break impasse and get an agreement. Skills include how to create an atmosphere that fosters negotiation, how to conduct difficult conversation and how to mediate "win-win" situations.

DRCM1071.51501 Instructor - McGough, A.

RFSU 9/17-10/3 8:00a-5:00p
48 hrs R600 \$123

Class meets 5-9 on 9/17 and 9/24
Class does not meet on 9/18, 9/19, 9/20, 9/25 or 10/1

***NOTE:** Two hours in addition to those listed above are required for online or other activities outside the classroom.

INTRODUCTION TO CROSS-CULTURAL DISPUTE RESOLUTION

Surveys the special characteristics of conflict based on religious, ethnic, national, or racial identity. Particular emphasizes cross-cultural negotiations and mediations.

DRCM1074.51501 Instructor - Tay, R.

FSU 9/25-10/4 8:00a-5:00p
48 hrs A631 \$123

Class will not meet 10/2
***NOTE:** Two hours in addition to those listed above are required for online or other activities outside the classroom.

INTRODUCTION TO DIVORCE MEDIATION

This course exceeds the number of contact hours required training as a mediator for family disputes. Examines the issues involved in a divorce and meets the Texas training requirement in divorce mediation. Topics include child custody, support, and property.

DRCM1073.51501 Instructor - McGough, A.

RSU 10/8-10/24 8:00a-5:00p
48 hrs R600 \$123

Class will meet from 5:00-9:00 on 10/8 and 10/15
Class will meet from 8:00-12:00 on 10/17
Class will meet from 1:00-5:00 on 10/18
Class will not meet on 10/22
NOTE: Two hours in addition to those listed above are required for online or other activities outside the classroom.

WORKPLACE DISPUTE RESOLUTION

As workplaces continue to change, interpersonal rules of conduct become increasingly more important as a strategic management issue. This course covers the specific skills necessary for managing and preventing workplace disputes.

DRCM2074.51501 Instructor - Shumpert, R.

FSU 10/9-10/24 8:00a-5:00p
48 hrs A631 \$123

Class will not meet on 10/16, 10/17 or 10/18
NOTE: Two hours in addition to those listed above are required for online or other activities outside the classroom.

ADVANCED NEGOTIATION

This course moves students to a greater competence level in both the theory and techniques of negotiation. The negotiation process is analyzed from various perspectives. Emphasis is on the preparatory activities and the stages of the negotiation proper, including the reaching and implementing of an agreement.

DRCM2077.52501 Instructor - McGough, A. and Gilbert, C.

FSU 11/19-12/6 8:00a-5:00p
48 hrs R600 \$123

Class will not meet on 11/27, 11/28, or 11/29
NOTE: Two hours in addition to those listed above are required for online or other activities outside the classroom.

INTERNSHIP - CONFLICT MANAGEMENT

Prerequisite: SOCI 2373 or DRCM 1372/DRCM 1072 Students obtain field experience conducting mediations, and dealing effectively with conflict management situations. They practice in-takes, role-play, develop marketing strategies, as well as other practical skills necessary to become a successful mediator and conflict resolver.

In addition to the seminars, students must do 36 hrs. of experiential activities as assigned by the instructor. Class meets at Dispute Mediation Service 3400 Carlisle, Ste. 240, Dallas, TX 75204

214-754-0022

DRCM2079.51501 Instructor - Gilbert C.

T 9/8, 10/13, 11/10, 5:30p-9:30p
12/1
48 hrs Dispute Mediation \$123
Center