

How to Manage Conflict in the Organization & Basic Ethics for Mediators

Presented by Tim Stranges, & Maile Beers-Arthur, Co-Presidents of MCDR



Offered Through Montgomery College Courses for Mediators and Non-Mediators

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HOW TO MANAGE CONFLICT IN THE ORGANIZATION

This course equips you with the strategies, tactics, and insights you need to gain control of tough conflict situations. Discover how to spot potential interpersonal conflicts and defuse them before they flare up. Understand how, when, where, and why to apply the five favored conflict resolution approaches, and develop th insight and intuition to make them work.

BASIC ETHICS FOR MEDIATORS

This course provides and overview of the Maryland Rules of Civil Procedure, Title 17, concerning ethical standards of behavior for mediators. Gain a basic understanding of mediator ethics through discussion of hypothetical and actual cases. This course satisfies the annual ethics training requirement of the Maryland Program for Mediator Excellence.

Instructors: Tim Stranges and Maile Beers-Arthur

40-HOUR BASIC MEDIATION COURSE Beers-Arthur & Tim Stranges

This 40-hour interactive and experiential training offers you a how-to-guide for conducting mediations of various types of conflicts. An introduction to conflict theory assists you in exploring your own conflict style and how that may help or hinder the process. You will learn and practice the 7-Step Mediation Model and will learn how to handle anger, listen strategically, balance power and write agreements. This course fulfills the requirements for Rule 17 of the Maryland Rules of Procedure for Alternative Dispute Resolution. This course is approved for 40 CEUs from the Maryland Board of Social Work Examiners. Tuition waiver applies; seniors pay fee only.

Instructors: Maile Beers-Arthur and Tim Stranges

<http://www.montgomerycollege.edu/wdce/bits/conflictmanagement.html>

Workforce Development & Continuing Education

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