EXCELSIOR COLLEGE®

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CENTER FOR PROFESSIONAL DEVELOPMENT

CERTIFIED ALTERNATIVE DISPUTE RESOLUTION SPECIALIST

240 Hours/6 Months/Instructor-Facilitated
Course Code: **CPD036** || Course Cost: **$2995**

OVERVIEW

This online Certified Alternative Dispute Resolution Specialist (ADR) program will help you learn the methods of dispute or conflict resolution that are used as alternatives to litigation. Offered in partnership with Mediators without Borders®, this three-course program delivers a highly comprehensive conflict resolution education that will help you advance in your present job, add a sought-after skill to your resume, or set up a private practice as a mediation dispute resolution specialist. Also included is a 60-hour online internship that lets you practice with simulated cases. These cases are presented in weekly practice sessions where you can call a toll free number and participate as an observer, disputant, or mediator.

Alternative Dispute Resolution encompasses mediation and practice in a growing number of specialty fields, such as Construction or Eldercare Mediation. We've designed this program to include the Certified Mediator training as the required foundation course. Then you'll select two specialty courses to complement your mediator training. Please see the specialty course options below.

Core Curriculum: Certified Mediator Course

Your Selection of Two Specialty Courses:

- Divorce and Parenting Time Mediation Certificate
- Workplace Mediation & ADR Certificate
- Arbitration Certificate
- Eldercare/Probate Mediation & ADR Certificate
- Advanced Dispute Resolution Certificate
- Construction Mediation & ADR Certificate
- Restorative Justice Certificate

Upon completion of the mediator training and your two specialty courses, you'll be eligible to become a Certified Alternative Dispute Resolution Specialist through Mediators without Borders®.

While you're in this program, you'll also have access to a variety of services in the Mediators without Borders® Professional Society with the option to join this society as a paid member when your studies are complete. The Mediators without Borders® Society provides you with networking opportunities, consultations from our experienced faculty, professional insurance, and discounts on International Mediators Without Borders conferences and continuing education seminars.

OUTLINE

You'll take three courses for this certificate, beginning with the Certified Mediator course and then selecting two specialty courses. You'll also be able to complete a 60-hour online internship.

Certified Mediator Course

a. Module One: Mediation and Advanced Dispute Resolution
b. Module Two: Conflict Styles
c. Module Three: Pre-Negotiation and Designing Mediation
d. Module Four: Communication Skills for Mediation
e. Module Five: Beginning the Mediation
f. Module Six: Mediator Neutrality and Issues of Power, Gender, and Culture
g. Module Seven: The Middle Stage of Mediation
h. Module Eight: Mediation Ethics, Final Bargaining and Agreement

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Specialty Programs (you'll choose two courses from the following):

1. DIVORCE & PARENTING TIME MEDIATION CERTIFICATE
    a. Module One: Mediation and Advanced Dispute Resolution
    b. Module Two: Family Dynamics and Conflict
    c. Module Three: The Family Mediation Process
    d. Module Four: Mediating Parenting Plans
    e. Module Five: Asset Division and Negotiation
    f. Module Six: Working with Children in Mediation
    g. Module Seven: Special Issues
    h. Module Eight: Legal Processes and Standards of Practice
2. WORKPLACE MEDIATION & ADR CERTIFICATE
    a. Module One: ADR and Workplace Conflict
    b. Module Two: Diagnosing Workplace Conflict
    c. Module Three: Overview of ADR Skills
    d. Module Four: Law and Workplace ADR
    e. Module Five: ADR and Workplace Discrimination
    f. Module Six: Difficult People and Workplace Violence
    g. Module Seven: Power and Culture
    h. Module Eight: The Future of Workplace ADR
3. ELDERCARE/ PROBATE MEDIATION & ADR CERTIFICATE
    a. Module One: The Growing Field of Eldercare Mediation
    b. Module Two: Issues of Aging
    c. Module Three: Family Mediation Skills for Eldercare
    d. Module Four: The Bioethics Mediation Process
    e. Module Five: Mediating within Eldercare Provider Systems
    f. Module Six: Probate and Trust Mediation
    g. Module Seven: Adult Guardianship and Family Caregiver Mediation
    h. Module Eight: Special Issues
4. CONSTRUCTION MEDIATION & ADR CERTIFICATE
    a. Module One: Conflict and the Construction Industry
    b. Module Two: Dispute Prevention in Construction
    c. Module Three: Construction Contracts
    d. Module Four: Litigation, Arbitration, & Dispute Resolution Boards
    e. Module Five: Construction Mediation

    f. Module Six: Partnering
    g. Module Seven: Multi-Party and Complex Disputes
    h. Module Eight: The Use of Experts and Ethical Considerations
5. ARBITRATION CERTIFICATE
    a. Module One: An Overview of Arbitration
    b. Module Two: Legal and Ethical Issues of Arbitration
    c. Module Three: Pre-Hearing Procedures
    d. Module Four: The Arbitration Opening
    e. Module Five: The Arbitration Hearing Process
    f. Module Six: Directing the Arbitration Process
    g. Module Seven: Closing the Arbitration Hearing
    h. Module Eight: Writing Awards and Enforcemen
6. RESTORATIVE JUSTICE CERTIFICATE
    a. Module One: An Overview of Restoratuve Justice
    b. Module Two: Theroies of Restorative Justice
    c. Module Three: Models of Restorative Justice
    d. Module Four: Social Systems & Restoritve Justice
    e. Module Five: International Restorative Justice
    f. Module Six: Current Trends in Restorative Justice
    g. Module Seven: Practice and Practitioner Issues
    h. Module Eight: Show to Start a Restorative Justice Program

MATERIALS INCLUDED

Online Internship
Students should be prepared to spend an average of 2.5 hours per week over a 24-week period participating in internship activities.

The following textbook(s) are provided with this program:

- **MwB Certified Mediator**
  Moore, C. (2003). *The Mediation Process: Practical Strategies for Resolving Conflict*
  Rosenberg, M. (2005). *Nonviolent Communication: A Language of Life*

The textbooks from two of the following programs --these selections depend on the programs you choose:

- **Divorce and Parenting Time Mediation**
  Taylor, A. (2002). *The Handbook of Family Dispute Resolution*

- **Workplace Mediation & ADR**
  Doherty, N. & Guyler, M. (2008) *The Essential Guide to Workplace mediation and Conflict Resolution*

- **Eldercare/Probate Mediation & ADR**
  Eldercare Manual of Compiled Readings provided by MwB

- **Construction Mediation**
  Carbonneau, T. (2007). *Handbook on Construction Arbitration and ADR*

- **Arbitration**
  Carbonneau, T. (2007). *Arbitration in a Nutshell*
  Goodman, A. (2004). *Basic Skills for the New Arbitrator*

- **Advanced Dispute Mediation**
  Furlong, G. (2005). *The Conflict Resolution Toolbox*

- **Restorative Justice**
  Toews, B. & Zehr, H. (2004). *Critical Issues in Restorative Justice*

COMPUTER REQUIREMENTS

- You must have access to Skype technology in order to participate in supervision. Skype is a free service that can be downloaded online – it requires that you have a computer with either built in or external microphone, speakers, and camera.
- Internet access (a high-speed connection is recommended)

INSTRUCTOR BIOS

Rebecca Daniels, MA, is owner of Larson Consultants, a mediation and workplace training agency. She commissions a team of professionals available to conduct alternative dispute resolution events for business and industry in the western states region.

Daniels holds a Master of Arts Degree in Organizational Management and a BS in Public Administration and Natural Resource Management from George Mason University in Fairfax, VA, with studies in Ecology and Environmental Science. She maintains a Mediator Practitioner Certification by attending national mediation conferences.

Currently, Daniels is affiliated with two adult degree programs as adjunct faculty—teaching Mediation and Conflict Management.

Holly Panetta, J.D., is an attorney-mediator in Colorado with a practice in Mediation and Child & Family Investigation Services. As a contract mediator through the state Office of Dispute Resolution, Ms. Panetta mediates more than 200 court-ordered cases per year including divorce, child custody, and dependency and neglect matters. Ms. Panetta recently joined the Institute for Advanced Dispute Resolution (IADR) as a faculty member teaching mediation courses through Colorado State University and Colorado Tech University.

Ms. Panetta also serves as a court-appointed investigator for high-conflict divorce cases. Prior to opening a solo practice, Ms. Panetta's experience included working as an associate attorney for a Greeley, Colorado law firm and working as a Family Court Facilitator in the Colorado Courts. Ms. Panetta attended law school at the University of Denver and received her Juris Doctor in 2003. She has a Bachelor of Arts in Journalism from Colorado State University. Ms. Panetta is also currently working toward a Master's in Human Development and Family Studies at Colorado State University.

Shauna Ries, LCSW, MFT, MDR brings a rich background of corporate and human services work to her role as CEO of IADR Global. She is a principal partner in Ries/Murphy Associates, founded in 1994, to offer educational training in stress management and conflict resolution to corporations, healthcare professionals, and the general public. Ries co-authored a book based on this dynamic training, entitled Quality of Life. It was released by William Morrow and Company in 1999.

Shauna Ries has extensive teaching experience as a corporate trainer as well as both online and onsite mediation instruction. Her training experience includes the NASW conference, Colorado State University Extension Agency, Colorado State University 4-H, Larimer County Social Services, and the Omega Institute for Holistic Studies. She has been a lead trainer for IADR Global since the parent company began running stress management and conflict resolution trainings in 1994.

Today, Ries manages IADR partnerships with a central goal of unifying and advancing the mediation profession. Her mission is to keep IADR at the pinnacle of mediation training nationally and internationally.

Anne Robbins-Cohen, MA, mediates in the community of Colorado Springs, Colorado. Presently, she helps coordinate the mediation program for the Small Claims Court of the 4th Judicial District El Paso County Court, working as liaison between the Court and the Better Business Bureau of Colorado Springs. Anne has mediated cases involving business/consumer, construction/home repair, employer/employee, landlord/tenant, workmanship/labor, and family disputes. She is also a member of the Colorado Council of Mediators (CCMO) and has received training in Workplace Mediation and Divorce & Family Mediation.

Anne holds a Master of Arts Degree in Educational Leadership from the University of Colorado at Colorado Springs and a B.A. in Spanish Language and Government Studies from Oberlin College. She also earned a Bi-lingual Certificate of Competence in Spanish from the State of California. For over 20 years, Anne has worked as a language specialist in both the private and public sectors in the United States as well as internationally. She brings a wide range of experience in negotiating complex issues inherent in multilingual and multicultural settings. In addition to mediating, Anne currently works as a language instructor for Pikes Peak Community College.

James (Jim) Siefken, MA, has been working in the construction industry for over 30 years. His duties have ranged from laborer to Project Manager in the Federal Government, State Government, and on private sector projects. Jim earned a Bachelors Degree in Construction Management and a Masters of Education in Organizational Performance and Change.

Jim has been mediating since 2001 and enjoys bringing the parties' situations to positive solutions. Jim's experiences are not limited to construction; they also include workplace issues, homeowner association issues, community cases, and landlord tenant issues.

To quote Jim, "Conflict is all around us, and I believe that if we can't effectively deal with conflict, then we cannot progress as a society."