

CONFLICT MEDIATION – PD3407

This is a 40-hour course delivered in five 8-hour sessions. Completion of the 40-hour course results in a certificate for Mediation Dispute Resolution Training in compliance with section 154.052 of Texas Senate Bill No. 1436 and the Published Texas Mediator Trainers Roundtable Criteria. Mediation is a cooperative, interactive, problem-solving, decision-making process involving contending parties and a neutral, impartial, third-party who serves as the mediator. The process goals include isolating disputed issues, developing options, considering alternatives, and reaching a consensual settlement, hence reducing conflict. Contending parties must be willing to work together to find fair solutions. The mediator guides the process, facilitating clear communication, and promoting reconciliation and understanding so the parties can make practical, informed decisions to resolve the issues before them.