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About the Instructors

Claudia Wahl, M.A., has been executive director of the Neighborhood Mediation Center in Reno, Nev., since 2013. She has been a mediator since 1995 and has been training mediators since 2000. Her background includes the development of several programs in court mediation, peer mediation for schools, restorative justice for victim/offender mediation, elder mediation and a business partner program for conflict management. Wahl teaches online classes in psychology, conflict resolution and peace studies as an instructor for the University of Hawaii, and she has supervised practicum students earning an undergraduate peace studies certificate at the Matsunaga Institute for Peace and Conflict Studies. She earned a master's degree in negotiation and conflict resolution from California State University, Dominguez Hills. She is working toward a doctorate in psychology with an emphasis in mediation and conflict resolution from the University of the Rockies.

Monica Kales has been program director for the Neighborhood Mediation Center in Reno, Nev., since 2011. Her mediation experience includes the areas of property distribution, partnership dissolution, business, landlord/tenant, consumer/merchant and adult guardianship. Kales has conducted more than 150 mediations through her affiliation with the Neighborhood Mediation Center and mentors newly trained mediators who intern as volunteers for the center. She has completed several mediation trainings, including courses offered through the Straus Institute for Dispute Resolution at Pepperdine University, UC Davis Extension, and Extended Studies at the University of Nevada, Reno.

Extended Studies
University of Nevada, Reno/0048
Reno, Nevada 89557-1048



Beginning Mediation and Conflict Resolution

Resolve conflicts. Mediate disputes. Enhance organizational efficiency.

40-hour Certificate Program

Tuesday-Saturday, April 11-15, 2017

University of Nevada, Reno

Save \$200 with early-bird registration through March 10!

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PRESENTED BY

Extended Studies at the
University of Nevada, Reno,
in partnership with the
Neighborhood Mediation Center



Beginning Mediation and Conflict Resolution



April 11-15, 2017 | Tuesday-Saturday, 8 a.m. - 5 p.m.

40-hour Certificate Program

Mediation and conflict resolution have become integral to building efficient operations and mutually beneficial relationships in the business world and in the larger community. Developed by Extended Studies in partnership with the Neighborhood Mediation Center, a nonprofit agency funded by Washoe County to provide mediation and dispute resolution services, this 40-hour certificate program prepares professionals from any industry to effectively resolve conflicts and mediate disputes, enhancing organizational efficiency.

Program Topics

- Conflict and negotiation theory
- Models of intervention
- Mediation theory and practice
- Self-awareness and cultural considerations
- Mediation processes and techniques
- Communication and facilitation strategies
- Ethics and standards of practice

Certificate Requirements

To receive a certificate in Beginning Mediation and Conflict Resolution, participants must successfully complete the 40 hours of training. Attendance in all sessions is mandatory.

Program Fees and Location

- \$1,150 through March 10, 2017; \$1,350 after March 10 (Deadline for registration is March 31. If registering after March 31, call Extended Studies at (775) 784-4046 to verify space is available in the program.) Fee includes instruction, course materials, parking, continental breakfast and lunch each day.
- \$20 fee assessed for optional Continuing Education Units (CEUs)
- Sessions are held at the University of Nevada, Reno, Redfield Campus, 18600 Wedge Parkway, Building A, Reno, NV 89511.

Continuing Education Units

The Beginning Mediation and Conflict Resolution Certificate Program is approved or pending approval for Continuing Education Units (CEUs) from the following organizations:

- California State Board of Behavioral Sciences (CSBBS)
- HR Certification Institute (HRCI) *Approved 35 HR General*
- Judicial Council of California, Administrative Office of the Courts (JCCAOC)
- Nevada Board of Examiners for Alcohol, Drug and Gambling Counselors (NADG)
- Nevada Board of Examiners for Marriage and Family Therapists (NBMFT)
- Nevada Board of Examiners for Social Workers (NSW)
- Nevada Continuing Legal Education (NCLE)
- Nevada Department of Education (NDE)
- Society for Human Resource Management (SHRM)

Information

For more information about the University's Beginning Mediation and Conflict Resolution Certificate, call Shera Alberti-Annunzio at Extended Studies, (775) 784-4046 or 1-800-233-8928, email shera@unr.edu, or visit www.extendedstudies.unr.edu and search by program title. For information about mediation and the Neighborhood Mediation Center, call (775) 788-2127 or visit www.mediatenmc.org.

Registration

Full payment is required to register. Your registration is not complete until it has been processed by Extended Studies staff. You will receive a confirmation letter or email verifying your official enrollment. Please return the registration form or register online at www.extendedstudies.unr.edu, call Extended Studies at (775) 784-4046 or 1-800-233-8928, or fax registration to (775) 784-4801.

Parking

Parking is easily accessible and free without a permit at the University's Redfield Campus in south Reno.

Refunds and Cancellations

Full refunds will be given for courses cancelled by Extended Studies. For participant-initiated cancellations, participants must notify Extended Studies by noon, one week prior to the first day of class (excluding weekends and holidays), to receive a refund of fees paid, less a 15 percent administrative fee. **No refunds will be administered after the start of class.**

Minimum/Maximum Enrollment

A minimum of 12 enrollments is required to avoid program cancellation. A maximum of 25 participants may enroll. Early enrollment is advised.

Beginning Mediation and Conflict Resolution | *Registration*

Name _____
Title _____
Firm _____
Preferred Mailing Address _____
City _____ State _____ Zip _____
Day Phone (____) _____ Fax (____) _____
Email _____

Please register me for:

Beginning Mediation and Conflict Resolution Certificate Program

Tuesday-Saturday, April 11-15, 2017 (Sched. #: 2172CMCR101)

- Early registration through March 10, 2017 \$1,150
- Registration after March 10 \$1,350
- Continuing Education Units (CEUs) fee \$20

I'm interested in CEUs from (select one):

- CSBBS HRCI JCCAOC NADG NBMFT
- NSW NCLE NDE SHRM

Enclosed is a check payable to the Board of Regents for \$ _____

Company PO # _____ (Please fax copy to (775) 784-4801.)

Or please charge my: VISA MasterCard
 Discover American Express

Charge will appear as "University of Nevada" on your monthly statement.

Cardholder's Name _____

Card No. _____

Expires _____ Amt. _____

X _____
(Signature as it appears on card)

Mail full payment and completed form to:

Beginning Mediation and Conflict Resolution Registration

Extended Studies
University of Nevada, Reno/0048
Reno, NV 89557

(775) 784-4046 or 1-800-233-8928
Fax: (775) 784-4801

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