Name __________________________________________  Last

Title __________________________________________

Firm __________________________________________

Preferred Mailing Address __________________________________________

City __________________________________________ State _______ Zip

Day Phone (_____) __________________ Fax (_____) __________________

Email __________________________________________

Please register me for: Please note: You must register for both programs concurrently to receive the reduced two-program fee.

Beginning Mediation and Conflict Resolution Certificate Program Tuesday-Saturday, April 17-21, 2018 (Sched. #: 2182CMCR101)

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

- Or Both Beginning and Advanced Mediation (Deadline March 30) ................................................................................. $1,400

Advanced Mediation Certificate Program Wednesday-Friday, Aug. 1-3, 2018 (Sched. #: 2185CMCR111)

- Early registration through June 29 ............................................ $700
- Registration after June 29 ............................................................ $850
- 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 __________________________________________

Expires __________________________ Amt. ________________________

X ____________________________ (Signature as it appears on card)

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

Card No. ____________________________

Company PO # __________________

Mail full payment and completed form to:

Mediation and Conflict Resolution Registration
Extended Studies
University of Nevada, Reno/0048
Reno, NV 89557
(775) 784-4046 or (800) 233-8928
Fax: (775) 784-4801

Register online at www.extendedstudies.unr.edu

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Beginning Mediation and Conflict Resolution
April 17-21, 2018

Advanced Mediation
Aug. 1-3, 2018

Early-bird discounts! Register for both and save even more!
Beginning Mediation and Conflict Resolution

April 17-21, 2018 | Tuesday-Saturday, 8 a.m.-5 p.m.

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 at all sessions is mandatory. Leaving early or arriving late may result in not earning the certificate.

Program Fees and Location
• $1,150 through March 9, 2018; $1,350 after March 9 (Deadline for registration is March 30. If registering after March 30, 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 Mediation and Conflict Resolution Certificate Programs are 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

About the Instructors
Monica Kales, B.S., is the executive director of the Neighborhood Mediation Center (NMC). She has been with NMC for eight years, beginning as a volunteer in 2009 and serving as program director from 2011 until becoming executive director in June 2017. She has conducted more than 300 mediations through her affiliation with NMC. She works with disputing parties in the areas of property distribution, partnership dissolution, business, landlord/tenant, protection orders, adult guardianship and neighbor/neighbor. Kales has completed mediation and negotiation trainings at Pepperdine’s Straus Institute for Dispute Resolution, Center for Dispute Resolution in Santa Monica, California, UC Davis Extension, Community Boards of San Francisco and Extended Studies at the University of Nevada, Reno. She holds a bachelor’s degree in business with a major in accounting from the University of Nevada, Reno.

Claudia Wahl, M.A., is a mediator and the former director of the Neighborhood Mediation Center. She has been a mediator since 1995 and has been training mediators since 2000. Her background includes program development and experience in court mediation, peer mediation for schools, restorative justice for victim/offender mediation, elder mediation and business mediation. She holds a master’s degree in negotiation, conflict resolution and peace building from California State University, Dominguez Hills. Wahl has completed her course work in a doctorate of psychology program with an emphasis in mediation and organizational development at the University of the Rockies. She is currently a lecturer for the University of Hawaii, teaching psychology, communication, mediation, negotiation and conflict resolution.

Advanced Mediation

Aug. 1-3, 2018 | Wednesday-Friday, 8 a.m.-5 p.m.

Advanced Mediation Skills is a 24-hour, intensive, three-day course designed to offer mediators a deeper experience with the Facilitative model of mediation. Mediators who have completed a basic mediation course can increase their knowledge and skill base through an interactive curriculum that includes opening statements, multilayered questions, enhanced listening, advanced agreement writing, cultural and gender considerations, and multiparty/multi-issue mediations. This course offers a variety of advanced skill and self-awareness activities and role-plays. This course is a suitable advanced training for persons responsible for conflict management within their workplace, community mediators and those in private practice.

Program Topics
• Review of the Facilitative model of mediation
• Setting the tone of the mediation with the opening statement
• Understanding how questions move the process forward
• Building competency in listening
• Improving agreements
• Developing greater awareness of culture and gender nuances
• Practice advanced skills for complex mediations

Certificate Requirements
To receive a certificate in Advanced Mediation, participants must successfully complete the 24 hours of training. Attendance at all sessions is mandatory. Leaving early or arriving late may result in not earning the certificate.

Program Fees and Location
• $700 through June 29, 2018; $850 after June 29, 2018 (Deadline for registration is July 13. If registering after July 13, 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 Mediation and Conflict Resolution Certificate Programs are approved or pending approval for Continuing Education Units (CEUs) from the following organizations:
• Judicial Council of California, Administrative Office of the Courts (ICCAO)
• Nevada Board of Examiners for Alcohol, Drug and Gambling Counselors (NADGC)
• Nevada Board of Examiners for Marriage and Family Therapists (NBMT)
• 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 Mediation and Conflict Resolution Certificates, call Sheri Alberts-Arunnuzi at Extended Studies, (775) 784-4046 or (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 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 (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 24 participants may enroll. Early enrollment is advised.

The University of Nevada, Reno is an Equal Opportunity/Affirmative Action, ADA institution. A portion of program fees may be used to pay hosting expenses. Produced by Extended Studies Marketing Dept., 01/18.