About the Instructors

Claudia Wahl, M.A., has been executive director of the Neighborhood Mediation Center in Reno, Nevada 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 Hawai‘i, and 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, and 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, Nevada since 2011. Her mediation experience includes the areas of property distribution, partnership dissolution, business, landlord/tenant, consumer/merchant, adult guardianship and others. 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.
Beginning Mediation and Conflict Resolution

April 19-23, 2016 | 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 18, 2016; $1,350 after March 18 (Deadline for registration is April 8. If registering after April 8, call Extended Studies at (775) 784-4062 or 1-800-233-8928, or visit www.extendedstudies.unr.edu and search by program title. For information about mediation and the Neighborhood Mediation Center, call (775) 784-2127 or visit www.mediatenmc.org.)

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. Attendance in all sessions is mandatory.

Information
For more information about the University’s Beginning Mediation and Conflict Resolution Certificate, call Sheri Alberti Annunzio at Extended Studies, (775) 784-4046 or 1-800-233-8928, email sheria@unr.edu, or visit www.extendedstudies.unr.edu and search by program title. For information about mediation and the Neighborhood Mediation Center, call (775) 784-2127 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 verifying your official enrollment. Please return the registration form or register online at www.extendedstudies.unr.edu, call Extended Studies at (775) 784-4062 or 1-800-233-8928, or fax registration to (775) 784-4801.

Refunds and Cancellations
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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.

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)
- Judicial Council of California, Administrative Office of the Courts (ICCAOC)
- 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)

Certificate Program
- Continuing Education Units (CEUs) fee $20

I’m interested in CEUs from (select one):
- CSBBS
- HRCI
- ICCAOC
- NADG
- NBMFT
- NSW
- NCLE
- NDE
- SHRM

If using a credit card, please indicate:
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Extended Studies
University of Nevada, Reno/0048
Reno, NV 89557
(775) 784-4062 or 1-800-233-8928
Fax: (775) 784-4801
or register online at www.extendedstudies.unr.edu

Registration
Name __________________________
Title __________________________
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Preferred Mailing Address __________________________
City __________________________ State _______ Zip ______
Day Phone (_____) ______________ Fax (_____) _______________
Email __________________________

Please register me for:
Beginning Mediation and Conflict Resolution Certificate Program
Tuesday-Saturday, April 19-23, 2016 (Sched. #: 2162CMCR101)
- Early registration through March 18, 2016  $1,150
- Registration after March 18  $1,350
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Reno, NV 89557
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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., 10/15.

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