

CERTIFICATE OF PROFICIENCY IN PROFESSIONAL MEDIATION PRACTICE

Main language of instruction:

French ☒ English ☐ Arabic ☐

Campus where the program is offered: CFDSS

OBJECTIVES

The training offered by CPM is primarily practical in nature (1/3 theory and 2/3 practice) and is delivered both in person and online.

Each training seminar enables participants to understand the mechanisms underlying conflicts and learn how to manage them in order to improve relationships between the parties.

The training content covers all mediation tools and techniques: the principles of mediation, mediation ethics, empathy, relational and non-violent communication, transactional analysis and mediation law (conventional or judicial mediation), as well as the fields of intervention of the mediator (intra-company mediation, family mediation, commercial mediation, and intercultural and international mediation).

PROGRAM LEARNING OUTCOMES (COMPETENCIES)

- Acquire negotiation and mediation techniques
- Acquire non-violent communication tools
- Develop active, empathetic, and compassionate listening skills
- Master techniques to prevent, manage, and amicably resolve conflicts

ADMISSION REQUIREMENTS

- University degree (Bachelor's)
- Interview

PROGRAM REQUIREMENTS

Required Courses (12 credits)

Principles and Practice of Mediation (1.5 Cr.); Empathy, Relational and Nonviolent Communication (1.5 Cr.); Legal Framework and Role of Mediation Counselors (1.5 Cr.); Transactional Analysis: A Psychological Approach to Communication in Mediation (1.5 Cr.); Mediation in the Workplace (1.5 Cr.); Family Mediation (1.5 Cr.); Diversity and Intercultural and International Mediation (1.5 Cr.); Commercial Mediation / Negotiation in Mediation (1.5 Cr.)

COURSE DESCRIPTION

090DEONF1	Principles and Practice of Mediation	1.5 Cr.
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Learning Objectives

- Understand the concept of mediation and its role in conflict prevention and resolution
- Identify the fundamental principles of mediation
- Analyze the ethical challenges related to the mediator's role
- Distinguish mediation from other dispute resolution methods

Targeted Skills

- Knowledge: master key concepts (neutrality, impartiality, and confidentiality)
- Practical skills: explain the mediation process to parties
- Attitude: adopt an ethical and impartial posture

090FONDF1	Empathy, Relational and Nonviolent Communication	1.5 Cr.
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Learning Objectives

- Understand the principles of empathic listening
- Identify the components of nonviolent communication
- Practice techniques for calm communication

Targeted Skills

- Knowledge: familiarity with the tools of Nonviolent Communication (NVC)
- Skills: rephrasing, active listening, and emotion management
- Interpersonal skills: demonstrating empathy and kindness

090TECHF1	Legal Framework and Role of Mediation Counselors	1.5 Cr.
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Learning Objectives

- Identify the legal rules governing mediation
- Compare mediation with other alternative dispute resolution methods
- Understand the role of the lawyer in mediation

Targeted Skills

- Knowledge: understand legal foundations
- Practical skills: direct cases appropriately
- Attitude: collaborate with legal stakeholders

090PSYCF1	Transactional Analysis: A Psychological Approach to Communication in Mediation	1.5 Cr.
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Learning Objectives

- Understand the foundations of transactional analysis
- Identify ego states
- Analyze the interactions and behaviors of the parties

Targeted Skills

- Knowledge: understand concepts (parent, adult, child)
- Skills: analyze relational dynamics
- Interpersonal skills: develop an observant and detached perspective

090ENTRF2	Mediation in the Workplace	1.5 Cr.
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Learning Objectives

- Identify types of conflict in the workplace
- Understand organizational dynamics
- Apply mediation in professional and social contexts

Targeted skills

- Knowledge: understand the mechanisms of organizational conflicts
- Skills: intervene within an organizational system
- Interpersonal skills: adopt an appropriate professional stance

090FAMIF2	Family Mediation	1.5 Cr.
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Learning Objectives

- Understand the specific characteristics of family conflicts
- Analyze systemic dynamics within the family
- Apply mediation techniques in a family context

Targeted Skills

- Knowledge: understand the relational challenges within families
- Skills: conduct family mediation
- Interpersonal skills: demonstrate neutrality in highly emotional situations

090ONGAF2	Diversity and Intercultural and International Mediation	1.5 Cr.
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Learning objectives

- Understand the impact of cultural differences on conflicts
- Identify the challenges of international mediation
- Adapt mediation techniques to intercultural contexts

Targeted skills

- Knowledge: understand the cultural dimensions of conflicts
- Skills: adapt communication and tools
- Interpersonal skills: develop intercultural sensitivity and open-mindedness

090COMMF2	Commercial Mediation / Negotiation in Mediation	1.5 Cr.
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Learning objectives

- Understand the challenges of commercial mediation
- Identify the specific characteristics of conflicts between companies
- Apply mediation techniques in a commercial context
- Apply negotiation techniques in a mediation context

Targeted skills

- Knowledge: master the principles of commercial mediation
- Skills: manage complex negotiations between parties
- Personal qualities: demonstrate pragmatism and a results-oriented approach