



Mediation Certification Course (MCC) Resident

Purpose:

The purpose of this course is to develop DoD mediators, also known as ‘neutrals’ with the skills needed to apply Mediation and other Alternate Dispute Resolution (ADR) techniques in the workplace. This skill set will provide basic proficiency in mediation and facilitative conflict resolution. It is the intent of this course to provide DoD personnel with the fundamental training required for certification as DoD mediators.

Program/Course Description:

This course provides military and civilian DoD personnel with the fundamental training required for certification (list of DoD neutrals) as mediators. It addresses Alternative Dispute Resolution (ADR) methods and common application as practiced within the DoD with a focus on facilitative mediation, and provides participants with the basic skills necessary to resolve EO, EEO, and other types of workplace disputes. This course will teach students about Conflict: Causes, Effects, and Management; Alternate Dispute Resolution (ADR); Interest-Based Negotiation; Confidentiality; The Art of Mediation; Conducting the Mediation; Writing Settlement Agreements; Mediation Ethics; and finally end with a Mediation Practicum (certification).

Target Audience:

DoD military and civilian personnel who need to gain the skills necessary to resolve EO, EEO, or other types of workplace disputes within their organizations.

Specialty/Skill Identifier Awarded:

None associated with the course.

Prerequisite:

None. There is no requirement for participants to have attended a previous civilian or military DEOMI course or program.

Method of Instruction:

Lecture, Small-Group, Case Study, Discussions, Reading, Research, and Exercises/Activities.

Instructional Medium:

Classroom instructor, traditional audiovisual devices, printed materials, etc.

Duration:

4 Academic days/32 Hrs

Frequency:

Two times per year in-residence.

Students per class:

20 - 48

Admissions Policy:

Admission to any Program or Course offered at the Defense Equal Opportunity Management Institute (DEOMI) is based on allocations granted by the Commandant and set forth in each Services' school admissions policy. Criteria for selection are disseminated to each DoD component's Equal Opportunity/Equal Employment Opportunity (EO/EEO) proponent (i.e. headquarters office). The Air Force's education and training course announcement web page (<https://etca.randolph.af.mil/>) has valuable information concerning DEOMI courses with links to other military service training announcement sites. DEOMI's Admissions Policy supports the mission and purpose of the Institute and reflects the needs of the warfighter. DEOMI's student body consists of four distinct student populations: military officers, enlisted, international military members, and Federal Government civilian employees. All DoD employees are admitted through their Services' selection/assignment processes.

Once admitted to the program, DEOMI expects each student to attend and participate in the lessons associated with the program. To be successful, each student must meet the lesson objectives.

Contact:

Student Services at DSN 854-5874/5653 or Commercial (321) 494-5874/5653. The FAX number for Student Services is DSN 854-3108 or Commercial (321) 494-3108 and the FAX number for the EEO Directorate is DSN 854-3294 or Commercial (321) 494-3294. DoD civilians should direct their requests for quotas through their respective Training Offices to their Major Commands. If other than Army, Air Force, or National Guard, please send the first two pages of a completed SF 182 directly to our office.