**40-Hour Basic Mediation Course**
This 40-hour interactive and experiential training offers you a how-to guide for conducting mediations of various types of conflicts. An introduction to conflict theory assists you in exploring your own conflict style and how that may help or hinder the process. You will learn and practice the 7-Step Mediation Model and will learn how to handle anger, listen strategically, balance power, and write agreements. This course fulfills the requirements for Rule 17 of the Maryland Rules of Procedure for Alternative Dispute Resolution. This course is approved for 40 CEUs from the Maryland Board of Social Work Examiners. Tuition waiver applies; seniors pay fee only.

Course: MGT315  
40 Hours  
5 Sessions  
$400 + $369 fee = $769; Non-Md. residents add $350  
Rockville Campus 215 CC  
CRN#: 35657  
3/29–4/6  
F,S,U  
8:30 a.m.–5:30 p.m.

**New 20-Hour Child Access Mediation**
Looking to enhance your skill and want to mediate child custody and visitation disputes? This 20-hour Child Access Mediation course meets the requirements of Rule 9-205(c) of the Maryland Rules of Procedures. This interactive course includes lectures, discussions, demonstrations, hands-on exercises, and role plays. It covers Maryland laws on separation, divorce, annulment, child custody and visitation, and child and spousal support. Included are an introduction of family systems and child development theories and an overview of the emotional aspects of divorce and separation. There will be a discussion on the relationships among custody, visitation, and child support. Students will be taught strategies for handling power imbalances, intimidation, the effects of domestic violence, and ending a mediation safely. Emphasis will be placed on writing good memoranda of understanding that meet the needs of the parents and children. Prerequisite: Students must have completed a 40-hour basic mediation course to enroll in this course. This course is approved for 20 CEUs from the Maryland Board of Social Work Examiners. You must purchase textbook(s)/materials and bring them to the first class. Tuition waiver applies; seniors pay fee only.

Course: MGT402  
20 Hours  
3 Sessions  
$300 + $300 fee = $600; Non-Md. residents add $300  
Rockville Campus 214 CC  
CRN#: 35658  
4/25–4/27  
F,S,U  
5:30–9:30 p.m. (F)  
8:30 a.m.–5 p.m. (S,U)

**Dealing With Intense Emotions in Conflict Situation**
Increase your skills in handling conflict situations that will allow parties in conflict to work through their emotions in a way that leads to effective resolutions. Master various techniques that will allow parties to vent their emotions in a constructive way, while they practice active listening techniques. At the end of the class, you will be more comfortable in handling intense emotions without becoming emotionally involved yourself. The class features exercises and simulations to give you hands-on experience.

Course: MGT404  
4 Hours  
1 Session  
$99 + $30 fee = $129; Non-Md. residents add $120  
Gaithersburg Business Training Center 401  
CRN#: 35664  
3/12  
W  
9 a.m.–1 p.m.

**How to Manage Conflict in the Organization**
This course equips you with the strategies, tactics, and insights you need to gain control of tough conflict situations. Discover how to spot potential interpersonal conflicts, and defuse them before they flare up. Understand how, when, where, and why to apply the five favored conflict resolution approaches, and develop the insight and intuition to make them work. Tuition waiver applies; seniors pay fee only.

Course: AMA041  
8 Hours  
1 Session  
$163 + $96 fee = $259; Non-Md. residents add $140  
Gaithersburg Business Training Center 402  
CRN#: 35652  
3/26  
W  
8:30 a.m.–5 p.m.

**Your Brain on Conflict**
What happens to your brain when you are in conflict? What’s going on inside the brain while, on the outside, the vocal chords are straining, tears are flowing, and the hair on the back of your neck is rising? This is a brain-basics course for your brain on conflict. Explore the reasons behind the way you act and react under stress, anger, fear, and sadness. Then learn how to reverse the process and quiet the mind.

Course: MGT405  
3 Hours  
1 Session  
$74 + $25 fee = $99; Non-Md. residents add $50  
Gaithersburg Business Training Center 402  
CRN#: 35665  
3/5  
W  
9 a.m.–12 p.m.

**Your Personal Conflict Style**
Conflict resolution requires you to be aware and adjust to a particular situation. You will take the Thomas-Kilmann Conflict Mode Instrument to determine your preferred conflict resolution style: Avoid, Accommodate, Compete, Compromise, or Collaborate. Explore how well your preferred style works in different situations and when it may be necessary to use a different style. Identify the styles that others bring to conflicts and how to work effectively with them. Tuition waiver applies; seniors pay fee only.

Course: MGT387  
4 Hours  
1 Session  
$99 + $30 fee = $129; Non-Md. residents add $120  
Gaithersburg Business Training Center 404  
CRN#: 35662  
4/30  
W  
5:30–9:30 p.m.