

MEDIATION/CONFLICT RESOLUTION

CERTIFICATE PROGRAM



• 2011 CATALOG •

UNIVERSITY of WISCONSIN

Superior

CENTER FOR CONTINUING EDUCATION/EXTENSION

HIGHER EXPECTATIONS

WELCOME!



WELCOME to the University of Wisconsin-Superior Mediation/Conflict Resolution Program!

We all recognize that conflict is an inevitable part of life, yet most of us lack confidence that we have the skills necessary to resolve conflict effectively. Whatever your professional role, you can greatly expand your capacity by adding conflict resolution skills to your tool kit.

Some professions deal with mediation and conflict resolution within a formal setting. For example, the majority of civil and family cases filed in Minnesota courts are referred by courts to qualified mediators. In order to receive court referrals, mediators must satisfy state law training requirements. Our courses are taught by attorneys and experienced mediators/educators, and our curriculum provides the legal foundation and skills to ensure that your training will satisfy Minnesota's Rule 114 and Wisconsin's Chapter 767 requirements for "qualified neutral" status. In less formal settings, human resource professionals, educators, counselors, and many other professionals can be called upon to use conflict resolution and mediation skills in their work.

What might come as a surprise is that business and nonprofit management professionals also enjoy significant benefits from developing strong conflict resolution skills. Why? Because many of those skills, such as effective listening and communicating, problem solving, impartiality, and decision-making, are also elements of effective leadership. Conflict can adversely impact organizations in both measurable and hidden costs, such as grievances and litigation, absenteeism, turnover, and loss of productivity, to name a few. Supervisors, managers, and executives who are skilled in dealing effectively with conflict in the workplace can demonstrate accomplishments that affect the bottom line.

Whether you envision yourself as a mediator working in the legal system, or simply want to expand your capacities at conflict resolution, our program offers the expertise and skill-building necessary to accomplish your objectives. We hope you enjoy exploring the Mediation Certificate possibilities. Once you have chosen to enroll for credit or to participate on a noncredit basis, you can use the enrollment form found on the last page to get started. Please contact us with any questions; we look forward to hearing from you!

Sincerely,

Lisa Mattsson, J.D., M.S.W.
Mediation/Conflict Resolution Certificate Program Coordinator

OVERVIEW

CONTENTS

REQUIRED COURSES	2
FREQUENTLY ASKED QUESTIONS	3
SUMMER COURSES 2011	4-5
FACULTY	6
FURTHER LEARNING	7
HOW TO REGISTER	8
ENROLLMENT FORM	9

WHAT IS MEDIATION? Mediation is an informal process in which a neutral, trained third party helps the disputing parties attempt to reach a mutually agreeable, voluntary settlement of their conflict.

CERTIFICATE PROGRAM The Certificate Program includes a total of 19 semester credits made up of required and elective courses. You may enroll in the certificate program for academic credit or on a noncredit basis. Courses meet professional requirements for Rule 114 Qualified Neutral Status in Minnesota, and Chapter 767 Family Mediator Status in Wisconsin.

PROFESSIONAL EDUCATION (NONCREDIT) The noncredit option allows you to attend any course as a noncredit workshop. It is designed for those who want to earn CEUs for professional development needs. The workshops are approved for Rule 114 continuing mediation education requirements.

PRICING Beginning in 2011, students enrolling in the certificate program for credit will pay the \$15 enrollment fee in addition to tuition costs (visit www.uwsuper.edu/cee/credit/register.cfm for credit fees). Noncredit certificate program registrants will pay the one-time \$15 enrollment fee in addition to the noncredit option fee for each class taken. Participants taking any class as a noncredit workshop will simply pay the noncredit option fee for that class (see page 5 for 2011 noncredit class prices).

GETTING STARTED You may begin by enrolling in the certificate program or any of the required or elective courses. You are free to make the decision about the order in which you take courses, with the exception of LSTU 488 (Mediation Practicum) which should be taken last.

COMPLETING THE CERTIFICATE PROGRAM When your coursework is completed and all grades have been recorded, you may formally request your Mediation/Conflict Resolution Certificate by letter, including an unofficial copy of your transcripts. Contact Maria Cuzzo at (715) 394-8482 or mcuzzo@uwsuper.edu for further details.

REQUIRED COURSES

CERTIFICATE PROGRAM REQUIREMENTS (19 TOTAL CREDITS)

Students enrolled in the certificate program, either for credit or not, are required to complete all 19 credits to receive their Mediation/Conflict Resolution Certificate. There are seven core required courses which total 14 credits. The remaining five credits will be filled by taking two to three of the elective courses listed below. Required courses are listed in recommended completion order.

7 CORE REQUIRED COURSES (14 CREDITS):

- LSTU 268** Alternative Dispute Resolution (3 cr.) (campus-based day class)
It is recommended that this class be completed before enrollment in other advanced classes.
- LSTU 241** Ethics and State Regulation of Mediation (1 cr.)
- LSTU 471** Family Law Facilitative Mediation (3 cr.)
- LSTU 472** Civil Law Mediation (2 cr.)
- LSTU 240** Domestic Abuse, Cultural Diversity and Other Challenges of Mediation (1 cr.)
- LSTU 475** Transformative Mediation: Theory and Practice (2 cr.)
- LSTU 488** Mediation Practicum (2 cr.).

2-3 ELECTIVE COURSES (5 CREDITS):

- LSTU 242** Mediation in Education (2 cr.)
- LSTU 243** Tribal Mediation and Conflict Resolution (2 cr.)
- LSTU 244** Restorative Justice and Mediation in Criminal Justice (2 cr.)
- LSTU 245** Workplace Dispute Resolution (2 cr.)
- POLS 356** Methods of Conflict Resolution (3 cr.) (campus-based day class)
- LSTU 497** Other Special Topics Courses

- Course materials may be purchased in the University Bookstore •

Visit the 'Jacket Book and Supply webpage at uwsuper.edu/bookstore.

FAQS

HOW LONG DOES IT TAKE TO COMPLETE THE PROGRAM? Most people complete the program within two summers. Courses are offered on a rotating two-year summer schedule with only one required course offered during the regular school year (LSTU 268). You may complete the first year of summer courses, enroll in LSTU 268 in the fall or spring semester, and register for your remaining courses the next summer.

DO I NEED TO TAKE THE COURSES FOR ACADEMIC CREDIT? No. You may take the certificate program for academic credit or participate on a noncredit basis. To receive the certificate indicating your completion of the University of Wisconsin-Superior Mediation/Conflict Resolution Program you need to fulfill all program requirements (see page 2 for program requirements). Once completed, you will have fulfilled the state requirements as explained below.

WHAT STATE REQUIREMENTS MUST I MEET TO BE A MEDIATOR? In Wisconsin, family mediator status (Chapter 767) is achieved by completing not less than 25 hours of mediation training or not less than three years of professional experience in dispute resolution. Family mediators must also have training on the dynamics of domestic violence and the effects of domestic violence on victims and children. In Minnesota, to fulfill the qualifications for the Family Law Facilitative Neutral Roster (Rule 114), you must complete 40 hours of certified family mediation training in specified areas including 40 percent role-playing and simulations, 6 hours of domestic abuse training (which may be part of the 40 hours), and good standing in your profession. You may achieve neutral status through this program by completing LSTU 240, LSTU 241, LSTU 471, and LSTU 472. State qualification will not be met in the event that any class sessions are missed.

AM I ELIGIBLE FOR FINANCIAL AID? If you would like to receive financial aid (loans or grants) you must apply and be accepted to the University of Wisconsin-Superior as a degree seeking student. Your files will be marked “undeclared major,” and you will be eligible to apply for financial aid. To apply to the University visit the Admissions Office in Old Main 101, or visit the Admissions webpage at uwsuper.edu/admissions. If you do not need the services of financial aid, you may simply apply to the university as a special student through Continuing Education/Extension. With this status you will be able to complete all of the courses required for the certificate.

WHO BENEFITS FROM THE ATTAINMENT OF MEDIATOR STATUS? There are a growing number of professions who prefer, promote, and reward members who obtain conflict resolution/mediation skills. Mediation is a growing field of practice, and the lateral and promotion possibilities are growing quickly nationwide. Also, entry level employees tend to find employment faster with conflict resolution/mediation skills than without them. Today’s workplace and society is increasingly emphasizing the importance of understanding and resolving conflict in positive and proactive ways.

SUMMER COURSES 2011

DOMESTIC ABUSE, DIVERSITY AND OTHER CHALLENGES OF MEDIATION

LSTU 240

CREDITS: 1

DATES/TIME: May 31, June 1 & 2/5:00-9:30 p.m.

NONCREDIT OPTION FEE: \$149 (See "Professional Education" page 1)

INSTRUCTORS: Maria Stalzer Wyant Cuzzo, Terry Trogdon, Chip Beal

This course will examine the impact of domestic abuse issues on the mediation process, identify key factors in mediation related to cultural diversity, and other advanced practice challenges of mediation. Fulfills the Minnesota Rule 114 requirements for 6 hours of domestic abuse training and Wisconsin Chapter 767 requirements. This course is relevant for mediators, lawyers, social service providers, counselors, social workers, educators, and human resource personnel.

ETHICS AND STATE REGULATION OF MEDIATION

LSTU 241

CREDITS: 1

DATES/TIME: June 6, 7, & 8/5:00-9:30 p.m.

NONCREDIT OPTION FEE: \$149 (See "Professional Education" page 1)

INSTRUCTOR: Lisa Mattsson

This course will examine Minnesota Rule 114 rules, relevant court rules, the Civil Mediation Act, the Uniform Mediation Act, Wisconsin Chapter 767 and various codes of ethics for mediation and conflict resolution practice. Ethical dilemmas will be presented and explored. The course will also include a segment on developing your mediation practice.

FAMILY LAW FACILITATIVE MEDIATION

LSTU 471

CREDITS: 3

DATE/TIME: June 13, 14, 16, 20, 21, 23, 27, 28, & 30/5:00-9:30 p.m.

NONCREDIT OPTION FEE: \$349 (See "Professional Education" page 1)

INSTRUCTOR: Maria Stalzer Wyant Cuzzo

This course explores the theory, skills and practice of mediation and third-party facilitation in family law dispute resolution (divorce, child custody, etc). This course is ideal for people working in the fields of social services, social work and psychology, as well as others who regularly deal with family law matters. Fulfills Rule 114 and Chapter 767 requirements when combined with LSTU 479.

CIVIL LAW MEDIATION

LSTU 472

CREDITS: 2

DATES/TIME: July 11, 12, 14, 18, 19, & 21/5:00-9:30 p.m.

NONCREDIT OPTION FEE: \$249 (See "Professional Education" page 1)

INSTRUCTOR: Lisa Mattsson

This course examines the theory and practice of mediation in the area of civil law. Major topics include conflict resolution theory, mediation skills and techniques, components of the mediation process, and mediator conduct including all aspects of ethics. When combined with LSTU 241, this course meets the 30 hour State of Minnesota requirements for qualified neutral status under Rule 114.

MEDIATION PRACTICUM

LSTU 488

CREDITS: 2

DATE/TIME: August 1, 2, 4, 8, 9 & 11/5:00-9:30 p.m.

NONCREDIT OPTION FEE: \$249 (See "Professional Education" page 1)

INSTRUCTOR: Maria Stalzer Wyant Cuzzo

PREREQUISITE: Instructor Consent Required (mcuzzo@uwsuper.edu)

****Minimum Enrollment:** 6

This course provides a final experience for those enrolled in the mediation/conflict resolution certificate program. Using video tape, immediate assessment, and multiple role plays and scenarios, students will have a final opportunity to practice skills with academic and professional evaluation. Complete all other required mediation/conflict resolution certificate program courses before taking this course.

****If minimum enrollment for the practicum course is not reached, students will be enrolled in LSTU 499 Independent Research/Applied Skills to complete the Mediation/Conflict Resolution Certificate Program.**

NONCREDIT COURSE PRICES FOR 2011 If you would like to enroll in the Mediation/Conflict Resolution Certificate Program on a noncredit basis or if you would like to take any course as a noncredit workshop, you will pay the noncredit option fee for each course you take. Prices for 2011 are:

- \$149 for a one credit course
- \$249 for a two credit course
- \$349 for a three credit course

FACULTY



CHIP BEAL serves as the Diversity Coordinator and Assistant Professor of First Nations Studies at UW-Superior. Chip is the Multicultural/Disadvantaged Coordinator, functioning in both advocate and liaison roles within the university system. He also serves on the UW System Office of Equity, Diversity, and Inclusion advisory team. Chip is a member of the Choctaw Nation of Oklahoma. He received his Bachelor's degree from Southeastern State College in Durant, Oklahoma and his Masters of Counseling Education degree from Northeastern State University, Tahlequah, Oklahoma. His primary educational concentration focuses on cross-cultural counseling. Chip has conducted diversity training seminars and consulted for various school systems, the Wal Mart Corporation, area, state, and national 4-H Club conventions, and colleges/universities.



MARIA STALZER WYANT CUZZO is a Professor of Legal Studies and is the academic advisor to the Paralegal and Mediation/Conflict Resolution programs at UW-Superior. She has a Ph.D. from the University of Minnesota, a J.D. from the University of Minnesota Law School, five years of litigation experience in family and civil law matters, is a qualified neutral in Minnesota, and is a mediator for the Douglas County Circuit Court. She has provided mediation for over 1500 parties including family and civil matters, workplace dispute resolution and community disputes. She is a regionally and nationally known trainer/educator in this field.



LISA MILLER MATTSSON is the Coordinator of the Paralegal and Mediation/Conflict Resolution programs at UW-Superior. She was awarded B.S. and M.S.W. degrees from the University of Minnesota and her J.D. degree from Drake University Law School, where she also served as coach to the undergraduate mediation team. She is an attorney and former clinical social worker who has practiced in a variety of mediation settings. She has five years of experience in criminal and civil litigation and appellate practice. She has served as adjunct faculty at the University of St. Thomas School of Social Work and has conducted training seminars for human service professionals at the national level.



TERRY TROGDON is an attorney and partner with Gerlach Beaumier & Trogdon, Attorneys at Law in Duluth, Minnesota, practicing primarily in the areas of family law and mediation. She holds a B.A. in Philosophy from the University of Minnesota-Duluth, and a J.D. from the University of North Dakota School of Law. Terry is past President of the Duluth City Charter Commission, a Certified Arbitrator for the Better Business Bureau, admitted to the Minnesota Supreme Court Rule 114 Roster of Neutrals, and serves on the Boards of Directors for Wisconsin Judicare, Inc., First Witness, and Minnesota Women. She participated in the Restorative Justice Initiative at UW-Superior and has been an associate professor at the University of Minnesota-Duluth teaching Philosophy of Law and Business Law. She serves in Wisconsin as a Guardian ad Litem and mediator, and as an early neutral evaluator and mediator in Minnesota.

FURTHER LEARNING

TRANSFORMING CONFLICT IN FAITH COMMUNITIES

DATE & TIME: Thursday February 10, 2011; 8:30 AM - 4:00 PM

LOCATION: Barker's Island Inn Superior

PRICE: \$99/person (\$79/person for a group of 3+ from the same organization)

This conference builds on the strong response to the first conference in this series, which is focused on understanding and effectively addressing conflict within faith communities. Participants will "take a step" as they learn how to assess conflict styles, recognize dynamics of shame and blame, change patterns of interaction, gain new perspectives on how to view negativity, take respectful, productive action to address difficult issues, and create a culture of effective process.

THE PROFITABILITY OF ETHICAL BUSINESS PRACTICES

DATE & TIME: Thursday April 28, 2011; 9:00 AM - Noon

LOCATION: UWS Campus - Yellowjacket Union, Room 204

PRICE: \$59/person

A growing body of research indicates that businesses with a strong ethical culture outperform the rest. This workshop is designed to enhance the ethical foundations and sustainable profitability of your business. Participants will learn how to go beyond a focus on regulatory compliance and identify the elements of a successful ethics policy.

CONFLICT RESOLUTION SKILLS FOR SUPERVISORS

DATE & TIME: Monday October 4, 11, 18, & 25; 5:00 - 9:00 PM

LOCATION: To Be Arranged

PRICE: \$299/person

Managers and supervisors spend a significant portion of their time dealing with conflicts, and those who are skilled at resolving conflicts are valued. When supervisors utilize effective conflict resolution skills, the productivity and morale of an organization is enhanced, resulting in a safer, more effective workplace. This series of workshop sessions offers you an opportunity to gain solid, hands-on experience with conflict resolution practices that overcome misunderstandings and stop destructive forms of conflict from escalating to higher levels. This intensive skill-building experience will enhance your performance as a supervisor as well as your career satisfaction.

HOW TO REGISTER

NEW CERTIFICATE REGISTRANT SEEKING ACADEMIC CREDIT If you are a degree seeking student currently enrolled at the University and would like to take the Mediation/Conflict Resolution Certificate, please fill out the enrollment form indicating that you are a new credit registrant, and return the form along with the \$15 enrollment fee to the Continuing Education/Extension Office in Old Main 102. You may then enroll for the courses you would like to take on your E-Hive or in Old Main 102. If you are not currently a degree seeking student, but would like to take the certificate program for academic credit, you can be admitted to the University as a “special student” through Continuing Education/Extension. To be admitted as a special student, contact Brenda Dalpiaz at (715) 394-8032 to have a credit registration packet sent to you in the mail or stop in Old Main 102. Once admitted, you may enroll for courses online or in Old Main 102. If you have any questions regarding financial aid, you may contact the Financial Aid Office at (715) 394-8200 or stop in Old Main 110.

NEW CERTIFICATE REGISTRANT - NONCREDIT If you would like to enroll in the certificate program on a noncredit basis, not seeking academic credit, fill out the enrollment form indicating which courses you would like to take along with the \$15 new registrant enrollment fee. You will pay the noncredit option fee for each course you take (see page 5 for 2011 noncredit prices). You may also contact Brenda Dalpiaz at (715) 394-8032 to register over the phone or stop in Old Main 102 to register in person.

REGISTER TO TAKE A CLASS AS A NONCREDIT WORKSHOP If you do not wish to enroll in the certificate program, you may still take any of the courses as a noncredit workshop. To register for one or more courses as a noncredit workshop, fill out the enrollment form and return it to the Continuing Education/Extension Office, contact Brenda Dalpiaz at (715) 394-8032 to register over the phone, or stop in Old Main 102 to register in person.

ALREADY ENROLLED IN THE PROGRAM FOR CREDIT? If you are already enrolled in the Mediation/Conflict Resolution Certificate Program for credit, you may register online through your E-Hive as you would for any other credit course. You may also contact Brenda Dalpiaz at (715) 394-8032 to request to have a credit registration packet sent to you in the mail or stop in to the Continuing Education/Extension Office in Old Main 102.

ALREADY ENROLLED IN THE PROGRAM - NONCREDIT? If you are already enrolled in the Mediation/Conflict Resolution Certificate Program as a noncredit participant, simply fill out the enrollment form on the next page indicating which course(s) you would like to take. You may also contact Brenda Dalpiaz at (715) 394-8032 to register over the phone or stop in Old Main 102 to register in person.

Mail completed enrollment forms to the return address on the back cover with “Attn: Brenda Dalpiaz” included in the address.

ENROLLMENT FORM

CONTACT INFORMATION

Name _____ Date _____

Organization _____ Title _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Email Address _____

REGISTRATION

- New Certificate Program Registrant for Credit (**\$15 Enrollment Fee**)
 New Certificate Program Registrant Noncredit (**\$15 Enrollment Fee**)
 Current Noncredit Certificate Program Participant (*Select Courses Below*)
 Registering to take one or More Courses as a Noncredit Workshop (*Not Enrolled in the Certificate Program; Select Courses Below*)

NONCREDIT COURSE REGISTRATION

- Domestic Abuse, Diversity, and Other Challenges of Mediation _____ **\$149**
 Ethics and State Regulation of Mediation _____ **\$149**
 Family Law Facilitative Mediation _____ **\$349**
 Civil Law Mediation _____ **\$249**
 Mediation Practicum _____ **\$249**

Total of Selected Courses: _____

PAYMENT

- My check made payable to "UW-Superior" is enclosed
 Purchase Order # _____ is enclosed
 Credit Card (Circle One): VISA Mastercard AMEX Discover
Card #: _____ Exp: _____
Signature: _____ Date: _____

VOLUNTARY INFORMATION COLLECTED TO ENHANCE OUR PROGRAMMING



- Gender:** Male Female
- Age:** Under 18 18-34 35-49 50-64 65+
- Occupation:**
- Agriculture/Forestry Educational Services Engineering, Architecture, Surveying
 Finance, Insurance, Real Estate Health Services Manufacturing Protective Services
 Public Administration/Government Retail Trade Social, Recreation, Religious Services
 Transportation, Comm., Utilities Wholesale Trade Other _____
- Heritage:**
- Black Hispanic Asian/Pacific Islander White American Indian or Alaskan Native

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Mail list update?
Call (715) 394-8469 for changes.