



## **Mediation Course (MC) Resident**

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**Purpose:** The purpose of this course is to equip neutrals with mediation and other ADR skills. This skill set will provide basic proficiency in mediation and facilitative conflict resolution. This program intends to provide DoD personnel with the fundamental training required to act as DoD mediators (third-party neutrals).

**Program/Course Description:** This course addresses 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 is in-residence.

**Learning Outcomes:** After completing the MC, each student will be able to:

- Know how conflict can impact mission effectiveness
- Comprehend interest-based negotiation techniques and how they can enhance mediator effectiveness
- Know how ADR can impact mission effectiveness
- Know the confidentiality obligations associated with DoD mediation
- Comprehend how conducting a mediation can impact mission effectiveness
- Know the six mediation stages
- Comprehend how the skills and tools needed to effectively communicate during the mediation process impact mission effectiveness by responding to questioning in an informal large group questioning process
- Know how to write settlement agreements during the mediation process and be able to discuss the required qualities as well as the effects on relationships and possible consequences of non-compliance with the terms of an agreement
- Know the ethical standards of conduct and cautions regarding unauthorized practice of law or counseling associated with DoD mediation activities
- Demonstrate mediation skills (practicum/assessment)

**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 this 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 (practicum)

**Instructional Medium:** Classroom instructor, traditional audiovisual devices, printed materials, etc.

**Duration:** Five academic days/40 hours

**Frequency:** Six times per year in residence.

**Students per class:** 20 – 48

**Admissions Policy:** Allocations granted by the Commandant and set forth in each Service's school admissions policy serve as the basis for admission to any DEOMI program or course. The Institute disseminates criteria for selection to each DoD component's 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 war fighter. DEOMI's student body consists of four distinct student populations: U.S. military officers, military enlisted, international military members, and Federal Government civilian employees. The Services' selection/assignment processes admits all DoD employees.

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:** For the resident course, contact the Student Services Department at DSN 854-5874/4617/5214, commercial (321) 494-5874/4617/5214. 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.

**Internet Address:** [www.defenseculture.mil](http://www.defenseculture.mil) or [www.deomi.org](http://www.deomi.org)