



Mediation Skills Training: Frequently Asked Questions

What types of skills will be developed in this training?

The Center for Conflict Resolution's (CCR) 40-hour Mediation Skills Training is designed to provide the basic techniques needed to mediate disputes as well as to complement the skills used by participants in their current occupations. The training focuses on the negotiation and communications skills used by mediators to move effectively through the stages of the mediation process. These skills include:

- Interest-Based Negotiation
- Handling Emotionally Charged Situations
- Reality Testing
- Problem Solving
- Active Listening
- Effective Questioning
- Mediating multi-party disputes

Who should attend the mediation skills training?

During the last decade, mediation has progressed from a little-known alternative to a prominent method of resolving conflicts. Now mediators are routinely chosen to assist conflicting parties reach mutually acceptable agreements in corporate, employment, construction, real estate, environmental, healthcare, personal injury, family, public policy, intellectual property, church and community disputes.

CCR maintains the belief that no particular educational, employment, professional and/or experiential background makes a better mediator. CCR has trained people from all walks of life including, but certainly not limited to:

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| • Social Workers | • Teachers | • Doctors |
| • HR Specialists | • Managers | • Consultants |
| • Attorneys | • Executives | • Artists |
| • Therapists | • Ministers | • Students |
| • Judges | | |



What are the professional benefits?

All persons who complete the 40-hour training will receive a certificate of completion from the Center for Conflict Resolution, a highly respected and recognized conflict resolution organization with over 40 years of experience.

Academics and practitioners in the ADR field are in the midst of a hot debate regarding mediator certification. At this time, there is no uniform national standard for certification. CCR's certificate of completion, however, meets many local training requirements for mediators. In particular, CCR's Mediation Training program has been approved by the Presiding Judge of the Law Division and Chancery Division of Cook County as satisfying one of their requirements to become a certified Mediator in Cook County (approved programs listed [here](#)). Please refer to point 20.08 of Local Rule 20 enacted pursuant to Supreme Court Rule 99. In addition, the [Association for Attorney Mediators](#) has pre-approved the 40-Hour Mediation Skills Training to meet their membership training prerequisite.

MCLE & CEUs: CCR's Mediation Skills Training has been approved for both **Social Work CEUs and MCLE credits**. Please provide your license number during the registration process to receive proper credit at the completion of the training. The **Illinois MCLE Board has approved this training for 33 hours of MCLE credit, including 6.75 hours of Professionalism**. Attorneys are asked to provide their ARDC number and pay an additional \$33 administrative fee when registering.

Volunteering at CCR: Individuals interested in becoming volunteer mediators with CCR must apply for the Mediator Mentorship Program. Details about this program are posted on the [Volunteer Opportunities](#) page.



Who are the coaches?

Throughout CCR's Mediation Skills Training, you will work with a large number of highly skilled and experienced mediators from diverse backgrounds such as law, social work, human resources, education, psychology, film, massage therapy, and more. At a minimum, all trainers have completed CCR's 40-Hour Mediation Skills Training, been certified as an approved CCR volunteer mediator and received additional training through CCR's Train the Trainer program. Trainers provide coaching support and guidance during practice simulations as well as share their expertise during lectures.

What makes CCR's training different from other mediation trainings?

The CCR Advantage. The heart of the CCR learning experience comes from the simulated mediations and the individualized coaching each trainee receives during these sessions. Over 50% of the training is spent practicing mediation skills under the guidance of experienced mediator-trainers, present for the entirety of each practice session, who provide the concrete and individualized feedback needed to put mediation skills into practice.

The trainers serve as coaches, giving feedback in the moment, identifying skills the trainees are doing well, along with areas of development, and methods to reach their highest potential. Training class size is limited to ensure a maximum four to one trainee to trainer ratio is maintained. Therefore, each participant will receive a minimum 5 hours of focused practice in the simulated mediation sessions under the guidance of a coach specifically assigned to work with that individual.

These simulations are enhanced by a series of lectures, discussions, and demonstrations covering topics such as the CCR process of mediation, ethical concerns, and different models of mediation.