

Mediation Training Institute (MTI) at Eckerd College

The **Mediation Training Institute (MTI)® at Eckerd College** is the foremost provider of training, certification, licensing, and consulting in workplace conflict management and mediation. MTI offers programs and products for conflict resolution and mediation including a variety of mediation certification programs. Our flagship product the **Conflict Dynamics Profile (CDP)®** is a behaviorally based assessment that helps individuals identify how they respond to conflict. Two versions of the instrument—the CDP-Individual (CDP-I) and CDP-360—provide practical solutions for promoting more effective conflict resolution.

MTI courses help practitioners to develop skills in mediation and conflict resolution that positively influence workplace relationships, productivity and efficiency. Our expertly designed learning methodology includes programs for trainers and workplace mediators. Going beyond training, MTI helps clients strategically manage conflict to improve organizational effectiveness and profitability.

Our partner organization the **Leadership Development Institute (LDI) at Eckerd College** has been a **Network Associate of the Center for Creative Leadership (CCL)®** since 1981 and has delivered internationally acclaimed programs to thousands of local, national and international clients. LDI programs include several distinguishing characteristics such as a focus on individual development, an interactive learning process featuring personal assessment and feedback, superior instruction and action-oriented development plans. Through the unique resources available to Eckerd College, our capabilities are nearly limitless.

MTI's Certified Workplace Mediator and Trainer (CMT) Program

MTI's Certified Workplace Mediator and Trainer (CMT) Program is designed to teach trainers the necessary skills both to resolve conflicts directly as well as train others on workplace conflict resolution strategies.

The CMT program addresses the following learning objectives:



Prepare practitioners to mediate basic and complicated workplace conflict issues;



Equip participants with the essential knowledge and skills to train employees on conflict resolution and basic mediation



Teach individuals how to recognize and regulate the behaviors they demonstrate during conflict that help and hinder resolution of differences



Provide tools to help trainers build a system for more effective conflict resolution

CMT Program Elements

MTI Train-the Trainer Certification

The *Train-the-Trainer Certification* is an all in one program that prepares coaches and trainers to teach practical mediation techniques for managing workplace conflict in both a digital and a traditional classroom environment.

By harnessing the latest instructional design for online learning, participants will learn the MTI method of *Managing Workplace Conflict* and how to deliver the MTI seminar modules both in-person and virtually:

Necessary Knowledge (NK) establishes the core competencies of conflict resolution and how to think strategically about conflict, rather than react blindly to it, and is a prerequisite for *Successful Conflict Conversations (SCC)* and *Third-Party Resolution (TPR)*:



Successful Conflict Conversations (SCC) teaches individuals to mediate their own conflicts and how their behavior is impacting others (Self-As-Mediator)



Third-Party Resolution (TPR) prepares managers to take a proactive mediation role to resolve conflict between two other individuals (Manager-as-Mediator).

Participants will experience learning in small cohorts, one-on-one coaching with the master trainer, videos, mini lectures, role-play practice and step-by-step training manuals.

Conflict Dynamics Profile-Individual (CDP-I) Assessment Certification

All participants will become certified in the Conflict Dynamics Profile–Individual (CDP-I) assessment. Developed by Eckerd College, the CDP-I is an assessment tool that enables participants to assess how they believe they behave when faced with conflict in the workplace. It measures both constructive and destructive responses to conflict. The CDP-I also examines “hot buttons”, behaviors in others that can irritate or frustrate an individual and lead to conflict. Participants receive a developmental guide that provides practical tips for both improving behavioral responses to conflict as well as cooling down hot buttons so they become less likely to trigger conflict.

Workplace Mediator Certification

The Workplace Mediator Certification provides techniques to mediate conflict virtually as well as face-to-face. Participants learn these skills and techniques required to resolve more entrenched workplace conflicts between individuals before they escalate:

- Core competencies in mediation and conflict resolution
- Resolving two-party conflicts
- Practicing mediating basic and difficult conflicts
- Managing impasses
- Practice reframing to maximize resolution
- Explore ethical considerations of mediation



CONNECT WITH MTI

For additional questions, please reach out to a member of our team.

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