



Resolving Workplace Conflict Using Mediation Techniques Quick Start Guide

Welcome to the Resolving Workplace Conflict Using Mediation Techniques. We're thrilled to be working with you!

Following is some information to help you get started. But if you have any questions along the way, please don't hesitate to email us.

COURSE DESCRIPTION

The Resolving Workplace Conflict Using Mediation Techniques Course is designed to provide you the core information anyone seeking truth may need, but with the convenience of online education.

- The program consists of 11 "lessons" (i.e.: Understanding Conflict, The Neuroscience of Conflict (Part 1), etc.)
- Each lesson is designed to take 20-40 minutes to complete.
- As long as you complete each lesson (i.e., click the Orange Continue button at the bottom), the system will keep track of where you are.
- There is a knowledge check at the end of each lesson that is important to complete. These questions will become part of the final exam required to receive your certificate.

WHAT LESSONS ARE INCLUDED?

The Resolving Workplace Conflict Using Mediation Techniques consists of a variety of topics needed for those looking to expand their conflict resolution skills.

The lessons include:

- Understanding Conflict (Part I and II)
- The I in Conflict: How You Make the Difference Between a Fight vs a Conversation
- The Neuroscience of Conflict (Part I and II)
- Communications Skills (Part I and II)
- How to Understand What's Really Going On
- Emotional Intelligence
- Final Thoughts and Techniques

The lessons are taught by Margaret Crowley, Esq. who is the owner of Crowley Mediation, a firm providing mediation services in custody, business and interpersonal disputes as well as eldercare and adult family disputes.

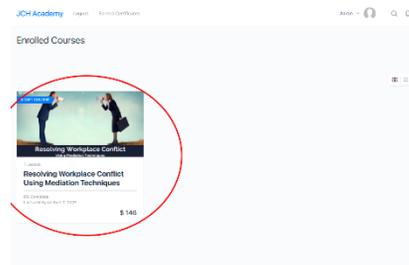
Margaret has been licensed to practice law in Nevada since 1991 and began mediating in 2008. She has mediated approximately 1,000 cases and has taught dozens of 40-hour mediation courses. Margaret's private practice focuses on elder care, family, employment and general civil mediation as well as mediation & conflict strategies training. Margaret is the Program Administrator for the Juvenile Dependency Mediation Program, a unique statewide mediation program in Nevada.

In addition to serving as a Supreme Court Settlement Judge, Margaret has mediated for: The U.S. Department of Interior; the Second and Ninth Judicial Districts' Custody Mediation Panels; the Second Judicial District's Dependency and Guardianship Mediation Programs; the Equal Employment Opportunity Commission and the Foreclosure Mediation Program.

HOW DO I GET STARTED?

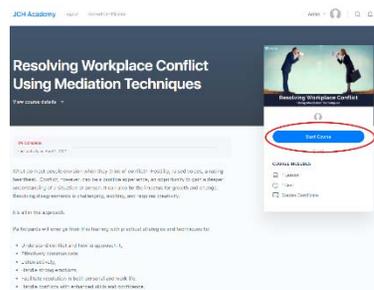
In your welcome email you would have received your user ID and password.

- Go to <https://academy.justiceclearinghouse.com/>
- Click “Sign In” (Upper right corner of your screen)
 - Use the Log in ID: **[refer to email]**
 - Password: **[refer to email]**
- Click **Log In**

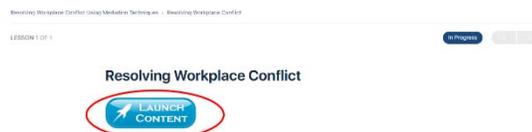


- On the Course Page, select **Resolving Workplace Conflict Using Mediation Techniques**

- Click **Start Course**.

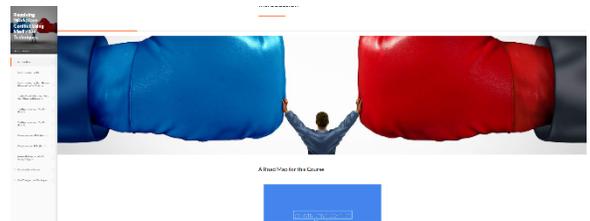


- You'll land at the overview. Click the Launch Content button



- Go through and watch the videos and participate in each of the topic's content. **When you have completed all of the material, you will see an Orange Button at the bottom of the page.**

Click the Orange Button to continue to the next topic.



ARE THERE TESTS OR QUIZZES?

There is a cumulative, online final exam covering all of the material in the Course.

YOU MENTIONED A FINAL EXAM?

The cost for taking the final exam is included in the course price.

This final exam is:

- Completed within 60 minutes
- 36 questions long
- Format: Multiple Choice, True/False, Select All that Apply
- Final exam questions are drawn from all the lessons taught throughout the course.
- You must score at least 80% to receive a certificate of completion. You can retake the exam if you do not score at least 80%.

CAN I START AND STOP A TOPIC WITHIN A LESSON?

Yes – as long as you get to the bottom of a lesson and click the “Continue” button, the system will retain your progress.

CAN I GO BACK AND REVIEW?

Yes. Once you've completed a lesson (or topic) you can always go back and review. In fact, we encourage it. 😊

HOW DO I RECEIVE MY CERTIFICATE?

Once you have completed all of the lessons in the program and passed the final exam, you will be provided access to the certificate.

QUESTIONS?

If you have any additional questions, please do not hesitate to contact support at support@justiceclearinghouse.zohodesk.com.