

Certificate of Completion

This certificate is presented to

Nina Sokolov

for successfully completed course

Mediation: Conflict Management and Resolution

This course contains following subtopics:

What is mediation; Comparison between mediation and court trial; Comparison between the basic techniques and methods in mediation and court trial; What is it like to be a mediator; The three columns of mediation; The phases of mediation; Types of decisions in mediation; Stages of escalation of conflicts; "The ability to communicate"; What is communication; The skill of leading a conversation; Techniques for leading a conversation; Techniques for asking questions; "Reflecting Team" - Small group work.; Practical exercise;



Valentin Boyadzhiev

PSYCHOLOGIST
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Guarantee of Quality

