Overview
This online mediation training, offered by CSU's School of Social Work, helps you develop conflict resolution skills that can benefit you in a wide variety of professional and personal situations. It can add to your credibility as a professional mediator, if that's your end goal, but it can also give you skills to better handle everyday situations accompanied by tension, stress, and confrontation.

What you learn
Upon completion of the program, you’ll have a better understanding of:

- The formal process of mediation as a specific method of conflict resolution, including the specific steps needed to come to a formal, written resolution.
- The process of mediation as a facilitator, allowing those involved in the conflict to shape the solution, rather than assigning one as an arbitrator.
- Fundamental communication skills especially important in conflict management, such as listening, checking for accuracy in what you've heard, asking open-ended questions, reflecting, and hearing wholly and empathetically.
- Key negotiation, problem-solving, and conflict resolution skills that are transferable to a variety of fields, and can help you in nearly any career.

Courses successfully completed as part of the conflict resolution and mediation certificate may also count toward elective credit hours required for completion of CSU's Master of Social Work.

Curriculum
Phase I - Required course:
- SOWK 551 – Fundamentals of Mediation (3 cr.)

Phase II - Select two of the following courses:
- SOWK 552 – Conflict Management: Health and Elder Care (3 cr.)
- SOWK 553 – Multi-Party Conflict Resolution (3 cr.)
- SOWK 554 – Conflict Resolution in the Workplace (3 cr.)
- SOWK 556 – Divorce and Family Mediation (3 cr.)
Application Deadlines
Fall semester: **July 15**  
Spring semester: **December 1**  
Summer semester: **April 1**

Students can begin the program in the fall, spring or summer semesters and applications are reviewed as they are received.

1. **Review Admission Requirements**
   The conflict resolution and mediation graduate certificate requires students to have a bachelor’s degree from a regionally accredited institution before applying.

2. **Complete Online Application**
   Complete the [online graduate application](#) and pay the nonrefundable application processing fee (payable online).
   - Select “Conflict Resolution and Mediation (Certificate) – Distance” when choosing the Program of Study. (Note: You must first select “Certificate” at the top.)

**Check Your Application Status**
View your [application status](#) at any time to ensure your application checklist is complete or to check on updates. Once your complete application, including supporting materials, is received, the department admission committee will review your application and notify you of their decision.

**Information for International Students**

**Official transcript translation**
Ensure official copies include a certified translation into English (only one set of transcripts is required).

**Official test scores**
Colorado State University requires that proficiency in English language be demonstrated either by the TOEFL, IELTS, or PTE academic tests prior to admission. Please submit one of the official scores from the list below. Scores must be taken within two years prior to admission and submitted directly from the Educational Testing Service (select institution code: 4075).

- The minimum TOEFL score for admission without condition is 550 (paper-based), or 80 (internet-based).
- The minimum IELTS score for admission without condition is 6.5.
- The minimum PTE Academic score for admission without condition is 58.

In general, all applicants from countries in which English is not the official language, and who do not have an undergraduate degree from a country in which the official language is English (Canada, U.K., Australia, USA, New Zealand, etc.), must submit one of the official test scores from the list above.