

Professional Neutral Development Program



**Scheinman Institute
on Conflict Resolution**
Educating the next generation
of neutrals and practitioners



Cornell University
ILR School

Professional Neutral Development Program

"The world has changed. You've changed. Your career can too. For the attorney or business executive seeking to reroute a career or return to the workforce after a pause to raise a family, complete military service, or pursue volunteer opportunities, a career in dispute resolution could represent an exciting and viable new direction. In this extraordinary economic environment, dispute resolution can offer personal flexibility and life skills that can be used across multiple disciplines. Cornell's Professional Neutral Development Program draws on the excellence of the university's ILR and Law Schools to offer the best opportunity to learn the skills to reinvent your career as a neutral." - Diane Rosen '78, Program Advisor

Corporate leaders and attorneys agree that there is a shortage of qualified dispute resolution professionals available to resolve complex commercial, international and employment law disputes. In today's volatile economic climate, attorneys and other professionals are predicting a rise in the use of alternative dispute resolution. In addition to the process and substantive knowledge segments, Cornell's Professional Neutral Development Program will devote considerable time in helping participants build a successful practice by creating a personalized strategic business plan.

DR101

Reinventing Your Career

Designed as the preliminary module, this program sets the foundation for building a viable career as a neutral. We start by exploring the evolving profession of mediators, targeting employment in the commercial, international and employment areas. From there, we explore the evolving profession of commercial and employment arbitrators. Finally, we will explore careers in other less-known neutral roles such as conflict coaching, conflict diagnostics, conducting investigations, fact-finding, ombudsman, facilitation, dispute systems design, and serving as a hearing officer. Woven into the curriculum is an examination of entry qualifications, marketing tips, setting fees, office logistics, and finding work in the federal and private sectors.

Features and Outcomes

- Understanding the nature of self-employment as a neutral
- Alignment of career interests with certificate path

DR170

Ethics in Alternative Dispute Resolution

ADR is no longer a risk-free environment for mediators and other neutrals. As codes of conduct and grievance processes proliferate,

and second-guessing and litigation increase, neutrals must be better aware of ethical dilemmas they will face. This course employs presentations, exercises, and moderated discussions of real-world cases to improve ADR neutrals' ethical awareness and their competency to deal with sticky ethical situations in real time.

Features and Outcomes

- Neutrals' Roles and Conduct
- Self-determination: When does encouragement become coercion?
- Confidentiality
- Putting it all together: Ethics in day-to-day practice

DR210

Cross Cultural Issues in Conflict

This program provides a unique and detailed examination of the role that culture plays in conflict and conflict resolution. Participants will analyze and attempt to resolve complex, multi-layered problems in this intensive hands-on workshop.

Features and Outcomes

- World views of cultural differences
- Cultural dimensions, values and attribution theory
- Communication/ perception process
- Cross cultural exercises in negotiation and mediation

LR311

Fundamental Negotiation Skills

Negotiation is a basic means for resolving conflicts and disputes in the workplace, home, and community. This workshop takes participants through a series of role plays and experiential learning situations to understand and practice fundamental negotiation skills and approaches to one-on-one, small group, and collective negotiations settings in the workplace. Participants will gain insight into their own negotiation biases, weaknesses, and strengths, and build negotiation confidence and competency.

Features and Outcomes

- Communication skills for effective negotiations
- Structuring negotiations to yield the best outcomes
- Positional and interest-based negotiation approaches

DR220

Building Your Career as a Workplace Neutral: Developing the Business Plan

In this program, we explore the nature of self-employment and discuss the development of your practice, with the goal of helping you to build a business plan that will successfully launch or effectively enhance your career as an ADR neutral. The program is appropriate for beginning, emerging, or established neutrals who wish to broaden their practice and increase their market potential. The course will primarily emphasize building your practice through the credibility-visibility-acceptability paradigm, focusing on marketing strategy and tactics.

Features and Outcomes

- Market analysis and segmentation
- Targeting your practice
- Establishing basic credibility
- Gaining visibility through marketing and websites
- Establishing acceptability in a competitive field

DR110

Employment Law Mediator Training

Some experts have a wealth of knowledge in employment law but little experience in the process, theories and techniques of mediation. Others may have extensive experience in the mediation process but are less familiar with the statutory framework of employment law, the potential and risk of litigation, and the nature and scope of remedies in employment law cases. This program combines training in the two elements - substantive law and process skills - essential to the successful mediation of employment disputes, thus enhancing the ability of experts to mediate these important and difficult disputes. You will gain hands-on experience in mediation of the complex issues of disability, wage and hour, sex and sex harassment, age, race, religion, and national origin.

DR130

Employment Arbitrator Training

This workshop serves as the new benchmark for the training of neutrals for the complex arena of employment arbitration. It will provide those who are experienced in employment law and employment relations with a comprehensive understanding of the essentials of effective service as an arbitrator, from initial appointment through and beyond issuance of the award.

You receive both an introduction to the law of employment ADR as well as a thorough coverage of procedural issues that employment arbitrators typically face. You will have the opportunity to hone the skills and sharpen the knowledge you need to arbitrate effectively both statutory and contractual employment claims.

The ILR School: Advancing the World of Work

Founded in 1945 as the New York State School of Industrial and Labor Relations and known today as ILR, we help people around the globe to work better and live better. We prepare leaders. We inform policy. We improve workplace practice. We impact working lives.

Extension and Outreach are where theory and practice come together. Part of ILR's broad mandate includes translating what we learn through research and what we teach in the classroom into resources for the workplace. Through a range of outreach programs, services, and activities, ILR expertise on workplace issues is readily accessible to organizations, managers and practitioners, union leaders and members, policy makers, and working adults.

The Scheinman Institute on Conflict Resolution

The Institute combines the academic depth of an Ivy-league Institution with the practical knowledge of leading practitioners to create permanent capacity in organizations and deep, lasting skills in individuals. The Institute operates under the principle that conflict is an inevitable part of human interaction, and its resolution is an essential tool to learn larger lessons and promote organizational reform.



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16 East 34th Street
New York, NY 10016-4328

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