

I. Introduce Yourself



Hi, my name is _____.

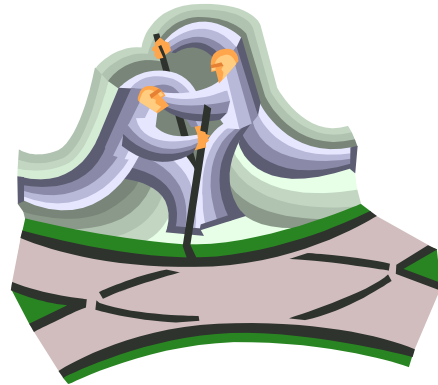
I am a volunteer mediator for the Mediation & Conflict Resolution Center here on campus. In addition to mediating, I help spread the word about conflict resolution.

II. Introduce the Program and the Field

Did you know that, in 2005, HCC became the only community college in the nation to offer an AA Degree in Conflict Resolution? The conflict resolution field is growing like crazy, and people with conflict resolution skills are being recognized for the valuable assets they are.

Think for a moment about conflict:

Between people, within groups, and among Nations, conflict is a part of life.



The *GOOD NEWS* is that the ability to resolve conflicts effectively can be taught and learned. The knowledge and skills involved in facilitating creative conflict resolution are invaluable, both personally and professionally.

HCC's Conflict Resolution degree is designed to transfer to four year conflict resolution degree programs throughout Maryland and the nation.

III. What can you do with a degree in Conflict Resolution?



Sometimes people have trouble imagining what a career in conflict resolution might look like. Unlike nursing or accounting, fields with jobs that can be easily envisioned, people use conflict resolution degrees in a variety of settings. For example:

- A company having trouble getting its departments to work together, management hires experts in organizational conflict.

- Human resource departments, which often need to resolve employee conflicts, are hiring people with conflict resolution degrees. They know it saves money in lost work time and staff turnover.
- Organizations promoting peaceful dispute resolution to groups in conflict look to hire people with conflict resolution educations.
- Criminal justice agencies, both federal and state, recognize the value of keeping as many conflicts out of the penal system as possible. In many cases they are including conflict resolution trainings for their employees and hiring people with proven conflict resolution skills.
- Social workers can tell you first hand how often they use their conflict resolution skills to help those they serve, as can counselors.
- The UN sends conflict resolution people to staff its missions in conflicted regions worldwide.
- More and more government agencies are establishing ombuds offices to help resolve conflicts with constituents before they reach an official grievance level.

IV. Conclude and Invite them to Contact MCRC

If you are interested in the AA Degree in Conflict Resolution, contact the mediation center in ELB336. They will advise you about what specific courses to take next semester to get you on track. They can also answer questions.

The brochure I am giving you is somewhat dated, so please connect with the center, or check the catalog, for a current list of course requirements.

Questions?