

Certificate in Dispute Resolution

Gain the tools to handle disputes with clarity, empathy and structure.



■ MAY 25, 2026 ■ 2 Months Part-Time ■ Online Instructor-Led ■ 5,045 CAD OSAP ELIGIBLE

Skills You'll Gain

- Q.Med Designation Pathway
- Negotiation Tactics & Mediation Practice
- Legal and Ethical Insight
- Communication Mastery
- Workplace Conflict Resolution

Prepare for Roles Like

- Conflict Resolution Specialist
- Human Resources Assistant
- Client Services Representative

Admission Requirements

- Direct Enrolment

What You'll Learn

This program meets the training requirements for the Q.Med designation. Students will gain practical mediation and negotiation skills to prevent conflict, foster collaboration and achieve constructive outcomes.

01 / Foundations of ADR and Mediation

Focuses on the case management process, procedural skills, how to use interpersonal relationship skills and the role of ethics in the practice of mediation and dispute resolution.

02 / Complex & Interpersonal Dynamics in Dispute Resolution

Develop skills to address challenging dynamics of deeply personal issues, systemic bias, power imbalance, trauma and cultural difference.

03 / Conflict Management & Resolution in the Workplace

Explore workplace conflict management in unionized and non-unionized environments that can be resolved outside of court.

04 / Introduction to Civil Mediation

Covers the practice of mediation where conflict has entered the legal realm of the courts and civil sphere, including tribunals.



Course details and fees subject to change. Visit yorku.ca/continue.

Why York University School of Continuing Studies

Designed for working professionals, the School of Continuing Studies combines academic rigour with real-world application—so you graduate with skills you can use immediately.



Work-integrated learning with digital skills today's employers are prioritizing



Applied learning through real-world challenges with current market insights



Industry-informed curriculum shaped by subject matter experts



Cohort-based learning that builds lasting professional connections



Flexible formats designed for working professionals

Not sure if this program is right for you? Let's talk.

EMAIL
continue@yorku.ca

CALL
416.736.5616
1.855.900.YORK

LEARN MORE
continue.yorku.ca

York University School
of Continuing Studies

68 The Pond Road,
4700 Keele St,
Toronto ON, M3J 1P3