

Certificate in Dispute Resolution

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



■ JAN 16, 2027

📅 6 Months
Part-Time

🏠 Online
Instructor-Led

🎓 5,350 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.

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LEARN MORE
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