



50 HOURS PROFESSIONAL MEDIATION TRAINING COURSE PROGRAMME

2017 - 2018

<u>TOPICS</u>	<u>FROM</u>	<u>TO</u>
<ul style="list-style-type: none"> ▪ <u>Pre-course assignment</u> – (to be taken by participants Three weeks prior to the date of the workshop) <p><u>Day 1:</u></p> <ul style="list-style-type: none"> - Welcome, Introductions -Overview of ADR (The ADR continuum) -Definition of conflict (video) <ul style="list-style-type: none"> ▪ CONFLICT DYNAMICS PROFILE <p>The Core Competencies, Part 1</p> <ul style="list-style-type: none"> ▪ Necessary Knowledge in Mediation (Modules 1) ▪ SELF MEDIATION: Doing mediation without a mediator(module 2) ▪ Video 	<p><u>8.30 AM</u></p>	<p><u>4.30 PM</u></p>
<p><u>Day 2:</u></p> <ul style="list-style-type: none"> -EFFECTIVE COMMUNICATION -COLLABORATIVE NEGOTIATION -ASSERTIVENESS 	<p><u>8.00 AM</u></p>	<p><u>5.00 PM</u></p>

<p>- BASIC PSYCHOLOGY IN MEDIATION -EMOTIONAL INTELLIGENCE</p> <ul style="list-style-type: none"> ▪ MANAGERIAL MEDIATION: Doing mediation without a professionally trained mediator(Module 3) ▪ Videos ▪ Role plays and assessment in Managerial mediation. 		
<p style="text-align: center;"><u>Day 3: PROFESSIONAL MEDIATION</u> <u>ADVANCED CONCEPTS:</u> Understanding Conflict Behavior</p> <p>Learning and discovering:</p> <ul style="list-style-type: none"> • The Mediation Map: The road from disagreement/conflict to agreement/cooperation • Building on the core competencies: Toward professional mediator competency • Power, rights, interests: The (only) three approaches to any conflict • The three illusions about conflict that cripple all people of all cultures <ul style="list-style-type: none"> - Win/Lose: The illusion of the zero-sum outcome ("Only one of us can be right.") - Bad Person: The illusion of blame ("It's your fault, so you must change.") - Boulder-in-the-Road: The illusion of 	<u>8.30 AM</u>	<u>5.00 PM</u>

hopelessness ("We can't get there from here.")

- The unconscious psychology of attitude change: Conciliatory gestures and the inhibitory reflex
- Conflict management strategies
 - Individual styles
 - Organizational cultures
- Defensiveness/aggressiveness: How feeling threatened produces hostile behavior

The ambivalence/projection/polarization sequence: How intolerable uncertainty leads to fault-finding.

ADVANCED METHODS: Influencing Conflict Behavior

Learning, observing, demonstrating, and practicing:

- Transforming understanding into effective mediator interventions (from theory to action)
- The three primary tasks of the mediator, revisited
- Methods of influence as mediator
 - Listening: Hearing and being heard
 - Asking questions: Uncovering disputants' subjective realities

<ul style="list-style-type: none"> - Reminding (rules, goals, facts): The mediator as authority (the "process leader") • Perspective-taking: Removing perceptual blinders • Framing and reframing: Creating new contexts to change beliefs • From positions to interests: Turning impractical demands into statements of underlying need (opportunities for compromise) • Uncovering each disputant's BATNA ("best alternative to a negotiated agreement") • Power balancing: Ensuring fair solutions • Defusing emotions (anger, fear, despair) • Dealing with aggressive behavior: Prevention of bullying during mediation • Guided brainstorming: Leading synergistic thinking <p>Agreement formalization: Making deals that work.</p> <p>-Team Mediation.</p> <p>- Strategic Management of Organizational conflict</p> <p><u>THE MEDIATION PROCESS</u></p> <p>- Personality types</p> <p>-Theories, principles and practice of mediation</p> <p>-Cases appropriate for mediation</p> <p>-When and when not to mediate</p> <p>Beginning the Mediation: Pre-convening</p> <ul style="list-style-type: none"> • Entry stage –Establishing credibility 		
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<p>Overview of the mediation process</p> <ul style="list-style-type: none"> • Role of a mediator and ethical consideration <ul style="list-style-type: none"> ○ Pre mediation process-establishing mediator credibility • Logistics- scheduling, contact info, locations, setting the room, fee agreements etc. • initiating a mediation process • preparation of briefings and The opening statement • Identifying issues • Structuring the discussion of issues • Separate meeting with parties • Moving parties to settlement • Closure <p>Ending Mediation</p> <ul style="list-style-type: none"> • Crafting agreements • When there is no agreement • Negotiating next steps with the participants <p>Video: Landlord Tenant & Debrief</p>		
<p><u>DAY 4</u> – Integrating Concepts and Methods</p> <ul style="list-style-type: none"> ▪ Role of a mediator ▪ Key mediation skills ▪ Advanced Mediation tools and Techniques ▪ Barriers and Challenges to mediation ▪ Video: Copyright dispute. ▪ Guidance and coaching 	<p><u>8.00 AM</u></p>	<p>5.0 <u>M</u></p>

	<ul style="list-style-type: none"> ▪ Most common temptations for mediators ▪ Benefits of mediation ▪ Role of Lawyers in a mediation process ▪ Introduction to Court mandated mediation Pilot Program. ▪ Mediating Insurance disputes ▪ Family Mediation Practice ▪ Video: Family mediation ▪ Community Mediation Practice ▪ Video: Community mediation. 				
	<p><u>DAY : 5 MEDIATION</u></p> <p><u>PRACTICE:</u></p> <ul style="list-style-type: none"> • Agreement Writing Review & Exercise • Qualities & Characteristics of Mediator • Starting and managing a mediation practice <ul style="list-style-type: none"> ▪ Updated Model Standards of Conduct for Mediators ▪ Role Plays – with feedback ▪ Group Debriefing of Role-Plays 			<u>8.30 AM</u>	<u>4.00 PM</u>

		<ul style="list-style-type: none"> ▪ Assessment (Each participant to play a role of a mediator reflecting real life disputes) ▪ Post course assignment ▪ Application planning: Each participant leaves with a personal action plan. ▪ Wrap-up, Evaluation & Certificate Presentation ▪ Adjourn 					
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DAILY TIMINGS – TEA BREAK 10.30 AM TO 11.00AM, LUNCH BREAK 1.00 PM TO 2.00PM, AFTERNOON TEA BREAK 3.15 PM – 3.25 PM

N/B- Pre course and post course assignments must be collected from our offices by the participants and be completed accordingly as they form an integral part of the assessment.

We Use a wide variety of formats to Teach in this course, including lectures, discussions, videos, role-plays, and simulation exercises.

- ❖ The large amounts of instructional material and limited classroom time mandate a strict attendance policy. You must attend each class in its entirety. There is no such thing as “make-up work” or “homework” to make up missed class time. In cases where an individual misses any portion of the course or chooses not to participate in a specific portion of the training, the student will not be certified.

Times may be adjusted to meet the needs of the group. Early departures **are NOT** allowed; The course is intensive (50 HOURS) and requires full concentration. .

