

50 HOURS PROFESSIONAL MEDIATION TRAINING COURSE PROGRAMME

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"> ▪ Understanding the nature and Dynamics of conflict. ▪ Models of conflict resolution. ▪ Basic Knowledge in mediation ▪ Inter- personal conflict management basics. ▪ Party Directed Mediation (Facilitating dialog between Individuals) <ul style="list-style-type: none"> -party directed mediation model overview -Pre –caucus (emphatic listening , coaching during the pre-caucus and interpersonal negotiation skills) -Joint session. 	<p><u>8.30 AM</u></p>	<p><u>4.30 PM</u></p>

<ul style="list-style-type: none"> ▪ Supervisor –subordinate mediation (negotiated performance appraisal – alternative and preventive mediation , NPA Mediation pre- caucus) ▪ Dealing with organizational conflicts. ▪ Role plays and assessment in PDM & NPA 		
<p><u>Day 2:</u></p> <ul style="list-style-type: none"> -Effective Communication Skills -Collaborative Negotiation Skills -Assertiveness -Emotional Intelligence -The art of reframing -The art of power balancing - Managing conflict and emotions -Dealing with difficult dynamics. -Problem solving skills. -Reality testing -Impact of culture on the mediation process. -Group/Team mediation 	<u>8.00 AM</u>	<u>5.00 PM</u>
<p style="text-align: center;"><u>Day 3:</u></p> <p style="text-align: center;"><u>THE MEDIATION PROCESS</u></p> <ul style="list-style-type: none"> - Personality types -Theories, principles and practice of mediation 	<u>8.30 AM</u>	<u>5.00 PM</u>

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- Assessing the suitability of cases for mediation.

-How to prepare for mediation

Beginning the Mediation: Pre-convening

- Entry stage –Establishing credibility

Overview of the mediation process

- Role of a mediator and ethical consideration
 - 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 **-Followed by Video**
- Identifying issues - **Followed by Video**
- Structuring the discussion of issues- **Followed by Video**
- Separate meeting with parties- **Followed by video**
- Moving parties to settlement - **Followed by Video**
- Closure- **Followed by Video**

Ending Mediation

- Crafting agreements
- When there is no agreement
- Negotiating next steps with the participants

Video: Landlord Tenant & Debrief

	<p><u>DAY 4 –</u> Integrating Concepts and Methods</p> <ul style="list-style-type: none"> ▪ Role of a mediator ▪ Tools for breaking Impasse. ▪ Key mediation skills ▪ Advanced Mediation tools and Techniques ▪ Barriers and Challenges to mediation ▪ Video: Copyright dispute. ▪ Guidance and coaching ▪ Basic Psychology In Mediation ▪ Most common temptations for mediators ▪ Benefits of mediation ▪ Role of Lawyers in a mediation process ▪ Court Annexed mediation in Kenya – an overview. ▪ Mediating Insurance disputes ▪ Family Mediation Process and Practice ▪ Video: Family mediation ▪ Community Mediation process and Practice. ▪ Video: Community mediation. 	<u>8.00 AM</u>	<u>5PM</u>
	<p><u>DAY : 5 MEDIATION</u> <u>PRACTICE:</u></p> <ul style="list-style-type: none"> • Agreement Writing Review & Exercise 	<u>8.30 AM</u>	<u>4.00 PM</u>

	<ul style="list-style-type: none">• Dealing with challenging personalities, mediator bias , challenges to neutrality and power differences.• 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▪ 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				
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		action plan. <ul style="list-style-type: none"> ▪ 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. .