



PROFESSIONAL MEDIATION TRAINING COURSE
PROGRAMME 2020

<u>DAY</u>	<u>TOPICS</u>	<u>FROM</u>	<u>TO</u>
	<p><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>Welcome, Introductions</p> <ul style="list-style-type: none"> • Definition of conflict. • Introduction to conflict management • Overview of ADR (The ADR continuum) • Basic Knowledge in mediation <p style="text-align: center;">•</p> <p style="text-align: center;"><u>Workplace mediation</u></p> <ul style="list-style-type: none"> ▪ Workplace mediation process. ▪ Party Directed Mediation ▪ Supervisor –subordinate mediation. ▪ Managing organizational conflicts strategically. ▪ Group/Team mediation ▪ Interactive listening 	<u>8.00 AM</u>	<u>5.30 PM</u>

<p><u>DAY 2.</u></p>	<ul style="list-style-type: none"> ❖ Effective Communication Skills ❖ Collaborative Negotiation Skills ❖ Emotional Intelligence- ❖ Mediators ethics ❖ Impact of culture on the mediation process- ❖ Role and qualities of a good mediator ❖ Role of a lawyer in the mediation process ❖ Assignment to participants (to be done overnight) 	<p><u>8.00 AM</u></p>	<p><u>5.30 PM</u></p>
<p><u>DAY 3</u></p>	<p><u>TOOLS FOR A PROFESSIONAL MEDIATOR</u></p> <ul style="list-style-type: none"> ❖ The art of Reframing- <u>Skills Drill</u>: ❖ The art of Uncovering self-interests and common interests ❖ Identifying BATNA WATNA & MLATNA ❖ Informing and reminding ❖ Preventing bullying ❖ The art of power balancing. ❖ Managing emotions: Anger, fear, despair <p><u>THE MEDIATION PROCESS</u></p> <ul style="list-style-type: none"> ➤ Personality types in Mediation. ➤ Assessing the suitability of cases for mediation. <p>Beginning the Mediation: Pre-convening</p> <ul style="list-style-type: none"> ○ Entry stage –Establishing credibility , Rapport, Educating parties about the process and gaining commitment to mediate <p>Overview of the mediation process</p> <ul style="list-style-type: none"> ○ Pre mediation process-establishing mediator 	<p><u>8.00 AM</u></p>	<p><u>5.30 PM</u></p>

	<p>credibility, establishing rapport, educating the parties about the mediation process and gaining a psychological contract.</p> <ul style="list-style-type: none"> ○ 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- ○ Crafting agreements ○ When there is no agreement ○ Negotiating next steps with the participants <p>Video: The power brands (Commercial Mediation)</p> <ul style="list-style-type: none"> ✓ Role plays - ✓ Skill Drill: Techniques for managing a joint session. ✓ Skills Drill: Caucusing techniques ✓ Skills Drill: Techniques for managing impasse- ✓ (Role plays) 		
<u>DAY 4</u>	<p>INTEGRATING CONCEPTS AND METHODS</p> <ul style="list-style-type: none"> ▪ Basic Psychology In Mediation ▪ Most common mistakes and temptations for mediators. ▪ ▪ Community Mediation process and Practice. ▪ Video: Community mediation ▪ Family Mediation Process and Practice ▪ Video: Family mediation ▪ Role plays ▪ Insurance mediation <ul style="list-style-type: none"> ▪ Court Annexed mediation in Kenya ▪ Agreement Writing Review & Exercise ▪ Starting and managing a mediation practice 	<u>8.00 AM</u>	<u>5.30 PM</u>

	<ul style="list-style-type: none"> ▪ Importance of mediation in resolving business disputes ▪ Secrets of successful mediators 		
<u>DAY 5</u>	<ul style="list-style-type: none"> ❖ Role plays , coaching , assessment and feedback on the mediation process ▪ Group Debriefing of Role-Plays ▪ Post course assignment ,Wrap-up, Evaluation & Certificate Presentation <p>Adjourn</p>	<u>8.00AM</u>	<u>5.30 PM</u>

DAILY TIMINGS – TEA BREAK 10.30 AM TO 11.00AM, LUNCH BREAK 1.00 PM TO 2.00PM.

NOTE- there will be a full day(10 hours) of role playing and simulations a month after the conclusion of the course .This is part of the course program .

ASSESSMENT PROCEDURE

The Assessment has three components:

- 1) a Role-play;**
- 2) a Reflective Practice; and**
- 3) a Written Exam.**

Candidates must satisfy all three components of the Assessment in order to pass and receive Certification:

- i. **Role-play:** Candidates will be evaluated on each core skill within a 1-5 value scale (5 = demonstrating exceptional competence, 1 = not yet demonstrating competence).
- ii. **Reflective Practice:** Candidates will submit two brief self-reflective essays; one completed before, and one completed after the Role-play. This component of the assessment encourages candidates to evaluate their own expectations and performance and demonstrate their ability to self-reflect on their actions.

- iii. **Written Exam:** The written exam will be based upon the course content covered in classroom training and will measure candidates' awareness of core mediation skills. The exam will be multiple choice format and true/false statements plus a written open book exam..

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.
- ❖ University of life acquired mediation skills” shall not affect the full and complete attendance of the 50 hours basic training course nor provide any justification for its partial waiving.

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. .

PROGRAM BENEFITS

Upon successful completion of the training, you will be certified as a professional mediator, your name and profile will be included in MTI International East Africa roster of certified professional mediators, you will automatically receive membership to the society of mediators of East and Central Africa, you will also be eligible to join the Institute of Chartered Mediators and Conciliators.

The course is accredited by the **Law society of Kenya** and lawyers who attend the course will receive **3 CPD Units**.

Our training program is approved as an **IMI Certified Mediator Training Program** operating in **Kenya, Uganda, and Tanzania**. This is in addition to our existing **IMI Qualifying Assessment Program** for the assessment of experienced mediators.

This means we are now able to work with mediators from their very first training, where they can become **'IMI Qualified Mediators'**, through their career as it develops, until they reach the experience and quality requirements associated with **IMI Certification**.

MTI International East Africa's Professional mediation training program is approved by **Singapore International Mediation Institute (SIMI)** as a Registered Training Program (**RTP**).

Further , those who qualify are also eligible to apply and be accredited by the mediation accreditation committee of the Judiciary.

Those who qualify will further be entitled to free mentorship under the MTI East Africa **Mentorship program** and will receive continuous professional support free.

Our past participants include conflict resolution practitioners, lawyers, advocates , Magistrates and Judges , Professionals from Government agencies , educational /academic institutions , The judiciary, Business corporations , the Media, the Police , as well as Local , regional and international organizations.

