



50 HOUR PROFESSIONAL MEDIATION TRAINING COURSE
PROGRAMME 2018 -2022

Topics	From	To.
<p><input type="checkbox"/> Pre-course assignment – (to be taken by participants Three weeks prior to the date of the workshop)</p> <p><u>Day 1:</u></p> <ul style="list-style-type: none"> - Welcome, Introductions - Overview of ADR (The ADR continuum) - Definition of conflict (video) <p><input type="checkbox"/> Understanding the nature and Dynamics of conflict.</p> <p><input type="checkbox"/> Models of conflict resolution.</p> <p><u>Workplace mediation</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Necessary Knowledge in mediation <input type="checkbox"/> An overview of Self Mediation and Managerial Mediation. <input type="checkbox"/> Workplace mediation process. <input type="checkbox"/> An overview of Party Directed Mediation <input type="checkbox"/> An overview of supervisor –subordinate mediation. <input type="checkbox"/> Strategic management of organizational conflict. <input type="checkbox"/> Group/Team mediation <input type="checkbox"/> Role plays and simulations. 	<p><u>8.30 AM</u></p>	<p><u>6.00 PM</u></p>

Topics	From	To.
<p><u>Day 2:</u></p> <ul style="list-style-type: none"> - Effective Communication Skills - Collaborative Negotiation Skills - Emotional Intelligence <p><u>TOOLS FOR BREAKING IMPASSE</u></p> <ul style="list-style-type: none"> - Impasse - The art of Reframing- <p><i>Skills Drill:</i></p> <ul style="list-style-type: none"> - The art of Un-covering self-interests and common interests - Identifying BATNA WATNA & MLATNA - Informing and reminding - Preventing bullying - The art of power balancing. - Managing emotions: Anger, fear, despair - Problem solving skills. - Reality testing techniques - Confidentiality and mediation privilege 	<p><u>8.30 AM</u></p>	<p><u>5.00 PM</u></p>

Topics	From	To.
<p><u>Day 3:</u> <u>THE MEDIATION PROCESS</u></p> <ul style="list-style-type: none"> • Styles of mediation • Personality types in Mediation , mediator bias , challenges to neutrality and power differences. • Assessing the suitability of cases for mediation. • How to prepare for mediation <p><u>Beginning the Mediation: Pre-convening</u></p> <ul style="list-style-type: none"> • Entry stage –Establishing credibility <p><u>Overview of the mediation process</u></p> <ul style="list-style-type: none"> • Role of a mediator and ethical consideration * Pre mediation process-establishing mediator credibility, establishing rapport, educating the parties about the mediation process and gaining a psychological contract. • Logistics - scheduling, contact info, locations, setting the room, fee agreements etc. • Initiating a mediation process • Preparation of briefings and the opening statement <i>-Followed by Video</i> • Skills Drill: Mediator Opening Statements • Skills Drill: Building Rapport, Active Listening, Questioning and Reframing. 	<p><u>8.30 AM</u></p>	<p><u>5.00 PM</u></p>

Topics	From	To.
<ul style="list-style-type: none"> • Structuring the discussion of issues- <i>Followed by Video</i> • Skills Drill: Mediator Interventions and Power Imbalances • Skills Drill: Overcoming Impasse/ Managing Deadlock • Separate meeting with parties- <i>Followed by video.</i> • Skills Drill: Private Sessions. • Moving parties to settlement - Followed by Video • Closure- Followed by Video <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>8.30 AM</u></p>	<p><u>5.00 PM</u></p>

Topics	From	To.
<p><u>Day 4</u></p> <p>Integrating Concepts and Methods</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Role of a mediator and ethical issues.</i> <input type="checkbox"/> <i>Key mediation skills</i> • Managing High Levels of Emotions • Facilitating Effective Offers • Mediation Advocacy: Working with Lawyers • When mediations/Negotiations fail. • Goals for commercial mediation. • Using interests in Commercial mediation. • Mediators candor <input type="checkbox"/> Advanced Mediation tools and Techniques <input type="checkbox"/> Barriers and Challenges to mediation <input type="checkbox"/> Video: Copyright dispute. <input type="checkbox"/> Evaluation : a potential tool in mediation strategy . <input type="checkbox"/> Basic Psychology In Mediation <input type="checkbox"/> Most common mistakes and temptations for mediators. <input type="checkbox"/> Impact of culture on the mediation process. <input type="checkbox"/> Court Annexed mediation in Kenya <input type="checkbox"/> Mediating Tax Disputes. <input type="checkbox"/> Mediating Insurance disputes <input type="checkbox"/> Family Mediation Process and Practice <input type="checkbox"/> Video: Family mediation <input type="checkbox"/> Community Mediation process and Practice. <input type="checkbox"/> Video: Community mediation. 	<p><u>8.30 AM</u></p>	<p><u>5.00 PM</u></p>

Topics	From	To.
<p><u>Day 5.</u></p> <p><u>MEDIATION PRACTICE:</u></p> <ul style="list-style-type: none"> • Agreement Writing Review & Exercise • Starting and managing a mediation practice • Mediation case studies • Case Management procedures. <input type="checkbox"/> Standards of Conduct for Mediators <input type="checkbox"/> Role Plays – with feedback <input type="checkbox"/> Group Debriefing of Role-Plays <input type="checkbox"/> Assessment (as described below) <input type="checkbox"/> Post course assignment <input type="checkbox"/> Application planning: Each participant leaves with a personal action plan. <input type="checkbox"/> Wrap-up, Evaluation & Certificate Presentation <input type="checkbox"/> Adjourn 	<p><u>8.30 AM</u></p>	<p><u>4.00 PM</u></p>
<p><i>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</i></p> <p>N/B- 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.</p>		

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.

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 . 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

