



## **Agenda – Basic Mediation Training Skills**

### **Day One**

#### **Morning**

Introduction/Expectations  
Group exercise – business dispute “basic concepts of conflict”  
Definition of Mediation – interest based bargaining vs positional based  
Different types of conflict resolution – where does mediation fit?  
Accreditation – Issues to consider (reading to complete)  
Cycle of conflict in forming relationships  
Introduction stage of Mediation (demonstration)  
Introduction stage – practice and feedback

#### **Afternoon**

Taking down stories demonstration & what to look for  
Introduction and story telling – practice and feedback  
Agenda setting (key issues)  
Rules for agenda setting  
Private session (also known as caucus) – rules & conducting session

### **Day Two**

#### **Morning**

Warm up/Left over issues  
Introduction and story telling – practice and feedback  
Re-Framing skills (importance and exercise) Feedback  
Video of mediation skills – Looking at exploration/negotiation skills  
Mediation Simulation exercise – feedback/debrief  
Dealing with non-verbal attacks in mediation

## Afternoon

Dealing with impasses in mediation (road blocks)  
Dealing with emotional content in mediation  
Mediation Simulation exercise – feedback/debrief  
Agreement writing – different types  
Ethical Considerations in Mediation work - discussion/reading

## Day Three

### Morning

Warm up/Left over issues  
Adjudication vs Negotiation exercise & feedback  
Handling domestic violence issues  
Pre-Mediation processes and intake  
Dealing with multi-parties

### Afternoon

Basic principles of co-mediation work  
Cross cultural issues  
Mediation Simulation exercise – feedback/debrief  
Discussion around accreditation (days four to six, what to expect)

## End of basic course



## Day Four – Start of Accreditation Component

Full Mediation Practice for 90 minutes per participant

These sessions differ as mediator will only receive a basic outline of conflict and role players will receive detailed instruction of “character” in dispute.

Discussion for participants over issues the external assessors may comment on including;

1. Time of process
2. Use of private session
3. Agenda Setting
4. Negotiation/Emotions

## **Day Five & Six**

Full Mediation Assessments by external assessors. Each mediator will complete two full mediations with two different external assessors. Participants will be graded as "competent" or "not yet competent".

**Discussion at end of course regarding registration and practice as an accredited mediator.**