



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?
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

Day Three

Morning

Warm up/Left over issues
Mediation Simulation exercise –feedback/debrief
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 (for those wanting to complete the national accreditation component)

End of basic course

