

Course Outline

Day 1

Approaches to Mediation & Managing Conflict

- The Importance of Perception and Cognitive Bias
- The Neuroscience of Conflict
- Stages and Causes of Conflict
- The Conflict Triangle
- Mediation and the Alternative Dispute Resolution Spectrum
- The Mediation Process and Principles
- Personal Conflict Style Assessment
- Practical Mediation Techniques

Day 2

Effective Mediation Skills and Techniques

- Conflict Analysis Tools
- Emotional Intelligence and Its Role in Mediation
- Building Trust, Rapport and Cooperation
- Non-verbal Communication
- Informal and Shuttle Mediation
- Selecting a Strategy to Guide Mediation
- Designing a Mediation Plan and Preparation Checklist
- Practical Mediation Exercise

Day 3

Productive Mediation Practice

- Co-Mediation Skills
- Confidentiality Agreements
- Creating Conditions for Dialogue
- Managing the Mediation Process
- Setting an Agenda and Defining Issues
- Managing Joint Meetings
- Generating and Assessing Options for Settlement

- Practical Mediation Exercise

Day 4

Team Multiparty Mediation & Conflict Coaching

- Strategies for Multiparty Mediation
- Dealing with Challenging Situations and Strong Emotions
- Strategies for Reaching Closure and Moving beyond Deadlock
- Achieving Formal Agreement or Settlement
- Practical Multiparty Mediation Exercise
- Conflict Management Coaching and its Benefits
- Conflict Coaching Skills
- Pre and Post Mediation Coaching

Day 5

Cross-Cultural Mediation

- Culture and its Importance to Mediators
- Variations in Cultural Values
- The Importance of 'face' in Mediation
- International Communication Patterns
- Advice for Cross Cultural Mediators
- Code of Ethics and Standards of Practice
- Individual Action Plans
- Summary Session and Questions