KOENIG SOLUTIONS · COURSE OUTLINE

Mediation: ADR, Multiparty & Cross-Cultural

Learn to mediate disputes through structured techniques, multiparty processes, conflict coaching and cross-cultural approaches.

5 Days	5	40
DURATION	MODULES	TOPICS

COURSE OVERVIEW

This course examines approaches to mediation and conflict, covering perception, cognitive bias, the neuroscience of conflict and the mediation process within the alternative dispute resolution spectrum. It then develops mediation skills such as conflict analysis, emotional intelligence, building rapport, non-verbal communication and shuttle mediation, before moving into productive mediation practice including co-mediation, confidentiality, agenda setting and generating settlement options. Later sessions address multiparty mediation strategies, handling strong emotions and deadlock, formal agreements and conflict coaching, and close with cross-cultural mediation covering cultural values, face, international communication patterns and codes of ethics.

WHO THIS COURSE IS FOR

- **Mediators**
- **Conflict Coaches**
- **Dispute Resolution Practitioners**
- **HR Professionals**
- **Legal Advisors**
- **Team Leaders**

LEARNING OBJECTIVES

- Explain how perception, cognitive bias and neuroscience shape conflict
- Describe the stages, causes and the conflict triangle in disputes
- Apply conflict analysis tools and emotional intelligence in mediation
- Build rapport and trust through non-verbal communication techniques
- Plan a mediation agenda and prepare a settlement strategy
- Manage joint meetings and generate options for settlement
- Analyse strategies for multiparty mediation and reaching closure
- Compare cross-cultural communication patterns and codes of ethics

COURSE SYLLABUS

5 Modules, 40 Topics

DAY 1

01

Approaches to Mediation & Managing Conflict

TOPICS

- 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

02

Effective Mediation Skills and Techniques

TOPICS

- 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

03

Productive Mediation Practice

TOPICS

- 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

04

Team Multiparty Mediation & Conflict Coaching

TOPICS

- 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

05

Cross-Cultural Mediation

TOPICS

- 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

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

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