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**MFI Certified Mediation Course Outline**

**Day 1**

**Introduction to constructive & destructive conflict**

**Traditional ways of resolving conflict**

**Introduction to Mediation & it’s benefits**

**Introduction to the Classic Mediation Model**

**Day 2**

**Introduction the Private Pre-Mediation meeting**

**Introduction to the Ground Rules stage of mediation**

**Introduction to the Storytelling stage of mediation**

**Day 3**

**Introduction to the Issues stage of mediation**

**Introduction to the Solution stage of mediation**

**Introduction to the Agreement stage of mediation**

**Day 4**

**The Ethics of mediation**

**Mediating in bullying disputes**

**Different models of mediation**

**Day 5**

**Introduction to Family Mediation**

**Introduction to the different types of mediation (workplace, elder, family…)**

**How to get practise as a mediator**

**Day 6**

**Mediation Refresher**

**Introduction to the Mediator Assessment process**

**Day 7**

**Mediation video assessments**

**Presentation of Certificates**

**Note**

Participants will practise mediating on every day of the course.