



## CEDR MST

### Course Programme

Day 1	
08.30	Arrival and registration
08.40	Introductions, Aims, How the course works and the learning cycle
09.30	Exercise: Win As Much As You Can
09.50	Negotiation Styles
10.10	Introduction to the Phases of Mediation
10.20	Review of the Preparation Phase
10.30	Refreshment Break
10.55	Demo: Terminal Lighting
11.20	Mediator Opening
11.40	Introduction to Exploration
12.00	Demo – Early Exploration
12.25	Verbal and Interpersonal Communication (Active Listening)
12.35	Reflecting and Paraphrasing (Active Listening Exercise)
12.55	Lunch
13.55	Reframing, Summarising and Questions (Active Listening Exercise)
14.35	Putting it all together
15.00	Important choice of language
15.10	Refreshment Break
15.20	Framing and Coaching 1
15.35	Information Exchange
16.05	Practice Session: Transfer Trouble
17.35	Plenary Debrief
17.55	Preview of Day 2
18.00	Close of day



Day 2	
08.30	Topics Board
08.45	Non-verbal Skills (Active Listening Exercise)
09.15	Transitioning from Exploration to Bargaining
09.25	Introduction to the Bargaining Phase
09.35	Framing and Coaching 2: Negotiation & Working with Offers
10.30	Refreshment Break
10.45	Practice session: Unravelling the Gravel
12.10	Plenary including working with emotion/handling anger
12.40	Levels of Mediator Intervention
13.10	Lunch
13.55	Plenary incl. When the going gets tough
14.35	Challenging Parties
15.20	Refreshment Break
15.40	Practice session: Teflex
17.05	Plenary including ethics
17.20	Process choices & working with lawyers
17.50	Roundup of the day and preview of Day 3
18.00	Close of day

## Day 3

This is not an assessed day. Feedback will be given by CEDR faculty throughout the day.

<b>08.30</b>	Opening and Plenary Concluding Phase and keeping the mediation live
<b>09.15</b>	Mediation Role-Play: Lumitalia spA & Whitworth Electrical Ltd - Session One
<b>11.05</b>	Refreshment break <i>[Informal plenary and reading time]</i>
<b>11.45</b>	Mediation Role-Play: Lumitalia spA & Whitworth Electrical Ltd - Session Two
<b>12.45</b>	Lunch
<b>13.45</b>	Mediation Role-Play: Lumitalia spA & Whitworth Electrical Ltd - Session Two continued
<b>14.35</b>	Refreshment break <i>[Informal plenary and reading time]</i>
<b>15.05</b>	Mediation Role-Play: Lumitalia spA & Whitworth Electrical Ltd - Session Three
<b>17.25</b>	Plenary and closing summary
<b>17.50</b>	Preview of days 4 & 5
<b>18.00</b>	Close

Day 4	
Assessment day	
08.30	Opening and plenary
08.50	Name badges for Bricks and Mortar
09.00	Mediation Role-Play: Bricks and Mortar
10.00	Change mediator
11.00	Personal debrief – 15 minutes per mediator.
From 11.00	Refreshment break
11.35	Name badges for Goldsmith Family Settlement
11.45	Mediation Role-Play: Goldsmith Family Settlement
12.45	Personal debrief – mediator A
From 12.45	Lunch
13.45	Mediation Role-Play: Goldsmith Family Settlement (continued)
14.45	Personal debrief – mediator B
From 14.45	Refreshment break
15.00	Name badges for Fractured Relations
15.10	Mediation Role-Play: Fractured Relations
16.10	Change mediator
17.10	Personal debrief – 15 minutes per mediator
From 17.30	Closing plenary
18.00	Close

## Day 5

Assessment day. Those delegates mediating in Governing Head on day 5 should ensure that they allow themselves preparation time for the flipcharts with which they start their mediation (Please refer to your mediator confidentials and the General instructions for Governing Head for further information).

<b>08.30</b>	Opening
<b>08.50</b>	Name badges for Lemon Computers
<b>09.00</b>	Mediation Role-Play: Lemon Computers and Kent & Prince
<b>10.00</b>	Change mediator
<b>11.00</b>	Personal debrief – 15 minutes per mediator
<b>From 11.00</b>	Refreshment break
<b>11.35</b>	Name badges for Kids off the Street
<b>11.45</b>	Mediation Role-Play: Kids off the Street
<b>12.45</b>	Personal debrief – mediator A
<b>From 12.45</b>	Lunch
<b>13.45</b>	Mediation Role-Play: Kids off the Street continued
<b>14.45</b>	Personal debrief – mediator B
<b>From 14.45</b>	Refreshment break - setting Governing Head/ Partner conferences
<b>15.00</b>	Name badges for Governing Head
<b>15.10</b>	Mediation Role-Play: Governing Head
<b>16.10</b>	Change mediator
<b>17.10</b>	Personal debrief – 15 minutes per mediator
<b>From 17.10</b>	Plenary
<b>17.30</b>	<ul style="list-style-type: none"> <li>• Summary of day</li> <li>• What happens next?</li> <li>• Closing Summary and farewell</li> </ul>
<b>17.50</b>	Close