Day 1

9:00	Welcome and Introduction Historical Overview of ADR
	ADR and the Modern Mediation Movement
10:45 – 11:00	Break
11:10 – 14:00	Theory of Conflict
	Mediator's Code of Conduct
13:15 -14:00	Lunch
	Introduction to the 5 Stages of Mediation
15:45 -16:00	Afternoon break
16:00 – 18:00	Practice Opening Statements

Day 2

9:00	Key Learning from Day 1
	Mediator Skills
	Introduction to Online Mediation
10:45 – 11:00	Break
	Communication Skills
	Getting to Yes – The Ted Talk video
13:15 – 14:00	Lunch
14:00 – 18:00	Role-play 1, 2 and 3 (Opening and Exploration stages)

Day 3

9:00	Key Learning from Day 2
	ADR Globally
10:45 – 11:00	Break
	Psychology of Conflict
	Negotiation
13:15 – 14:00	Lunch
	Role-play 1, 2 and 3 (stages 3, 4 and 5)
15:45 – 16:00	Afternoon break
16:00 – 18:00	Closing a Mediation

Day 4

9:00	Key Learning from Day 3
	Open Discussion
10:45 – 11:00	Break
	Mock Assessments
	Role-play 4 with Debrief
13:15 – 14:00	Lunch
	Role-play 5 with Debrief
15:45 – 16:00	Afternoon break
16:00 – 18:00	Role-play 6 with Debrief

Day 5

9:00	Key Learning from Day 4
	Cross-cultural Issues in Mediation
10:45 – 11:00	Break
	Assessment Role-play 1 (90 mins)
13:15 – 14:00	Lunch
	Assessment Role-play 2 (90 mins)
15:45 – 16:00	Afternoon break
16:00 – 17:30	Assessment Role-play 3 (90 mins)
17:30 – 18:00	Written Assessment Guidance.