

ADR LEARNING INSTITUTE - MEDIATION FOUNDATIONS 1.1 – ONLINE Course Outline

| MEDIATION 1.1 - FOUNDATIONS | | |
|-----------------------------|--|---|
| | ASYNCHRONOUS | SYNCHRONOUS ZOOM SESSIONS |
| Pre-course | <ul style="list-style-type: none"> • View Welcome and Pre-course Instruction Video • Become familiar with eLearn Platform. • Add your Introduction to the Personal Introductions Forum. • Review Documents under General Information • Read the instructions for the Reflective Journal. • Notice the space for the Learner’s Exchange Forum and the Instructional Team to Learner’s Forum, so you know where to find these throughout the course. • Read and sign the Participant Guidelines. • Add to the Participant Guidelines Forum if you would like to make any requests related to editing the guidelines. • Print your course manual and ‘What to use When’ tip sheet if you’d like a hard copy. • View Interest-based Negotiation Model Slide Presentation and video. There is a handout of the slides you can print off for notetaking while you view the video. • View Module 1 Video – covers pages 4 – 9 in your course manual - complete exercises. • Complete exercise on page 9 of manual, it is also available under Module 1 on eLearn as a fillable document to be uploaded. • View the Video about conflict • View Emergence and Transformation of Disputes Video with handout. | |
| Week 1 | | <ul style="list-style-type: none"> • Introductions • Q & A on Negotiation • Q & A on Module 1 • Review of Asynchronous work for next week |
| Between Week 1 and 2 | <ul style="list-style-type: none"> • View Module 2 Video - <i>You as Mediator</i> which covers pages 10 – 13 in course manual. • Read full articles on Neuroscience and Mediation • Cover the topic of mediator presence. | |

| | | |
|-------------------------------|--|--|
| | <ul style="list-style-type: none"> • Review the Codes of Ethics and Conduct at ADR Institute of Canada’s website (if you will be practicing in Canada) and the International Mediation Institute’s website. • View Module 3 Video • View Positions, Issues, Interest Video • Review documents and submit Positions, Neutral Topics, Interest Exercise. • Prepare to practice conducting an intake interview in the next session. | |
| Week 2 | | <ul style="list-style-type: none"> • Conducting Intake – Practice • Q&A on Module 2 • Discussion about Ethics and conduct – add questions and comments to Ethics Forum • Q&A on Module 3 |
| Between Week 2 & 3 | <ul style="list-style-type: none"> • Ethical Dilemmas Exercise • Select a Role Play • Follow instructions to learn about Pre-mediation • Following instructions for Module 5 - an introduction to all stages of the model. | |
| Week 3 | | <ul style="list-style-type: none"> • Quick Q&A about Pre-mediation • Each student will have a 20 minute Practice of Pre-Mediation with one party in your mediation. |
| Between Week 3 & 4 | <ul style="list-style-type: none"> • View video demo on Stages 1, 2 and introduction to Stage 3. • Complete an exercises on Positions, Neutral Topic or Interests | |
| Week 4 | | <ul style="list-style-type: none"> • Interview the 2nd party in your mediation – 20 minutes each • 45 minute Role Play each to practice Stages 1, 2 and introduction to Stage 3 |
| Between Week 4 & 5 | Follow instructions under the Heading in eLearn called ‘Mediator Skills | |
| Week 5 | | <ul style="list-style-type: none"> • PULSE Skills Model |
| Between Week 5 & 6 | Follow instructions for Module 8 & 9. Going deeper into Stages 3 & 4 | |

| | | |
|----------------------|--|--|
| Week 6 | | <ul style="list-style-type: none"> • Learn about Positions, Issues and Interests |
| Between Week 6 and 7 | <ul style="list-style-type: none"> • Review the Phase 3 Checklist • Review the Role Play Feedback sheet that the coaches will use when they observe your role play. • Read the article on Caucus: An Aid in Mediation • If you are using a different role play than the first one, conduct pre-mediation with the parties prior. | |
| Week 7 | | <ul style="list-style-type: none"> • 1 hour role play each to practice stages 1 – 3 with introduction to Stage 4. There will be one coach for every 3 or 4 students |
| | | |

ONLINE COURSE OUTLINE – NEGOTIATION FOR MEDIATORS

Between Mediation 1.1 and Mediation 1.2 Student who have not had previous training in Interest-based negotiation are require to attend the course below.

| NEGOTIATION FOR MEDIATORS | |
|---------------------------|--|
| ZOOM SESSION 1 | |
| | <ul style="list-style-type: none"> • Explore two Negotiation Theories • Be introduced to Interest-based Negotiation Model with a comparative analysis to Positional Negotiation • Gain clarity on the inter-relationship between conflict and negotiation • Determining what is, and is not, negotiable • Introduction to the key elements (Content, Emotion, Process) and each stage of the Interest-based Negotiation |
| BETWEEN SESSIONS | |
| | <ul style="list-style-type: none"> • Complete Preparation worksheet for a negotiation |
| ZOOM SESSION 2 | |
| | <ul style="list-style-type: none"> • Have their preparation work reviewed and receive feedback and tips on how to improve it from a coach/instructor. |
| BETWEEN SESSIONS | |
| | <ul style="list-style-type: none"> • Complete preparation work for the upcoming negotiation role play. |
| ZOOM SESSION 3 | |
| | <ul style="list-style-type: none"> • Each student will have one hour to conduct the negotiation they prepared for. |

ONLINE COURSE OUTLINE for MEDIATION 1.2 - CHALLENGES and MEDIATION 1.3 – BEING A MEDIATOR * some of the content and the order of the content is subject to change depending on instructor availability and learner needs.

| MEDIATION 1.2 | | CHALLENGES IN MEDIATION | |
|---|--|--|--|
| ZOOM SESSION 1 | | MEDIATION 1.2 CHALLENGES | |
| MODULE 6 <ul style="list-style-type: none"> Review of the Anger Arousal Cycle Test your comfort level with anger in Mediation Practice shifting clients from Judgement and Blame to curiosity | | <ul style="list-style-type: none"> Review of the Anger Arousal Cycle Review Self-talk formula Review Empowerment Model Learn about shifting from Blame and Judgement to Curiosity | |
| BETWEEN SESSIONS | | MEDIATION 1.2 - CHALLENGES | |
| FACE-FACE SESSION 2 | | IF POSSIBLE, OTHERWISE IT WILL BE ON ZOOM | |
| MODULE 7 This is a reminder of the skills you need to mediate successfully. | | <ul style="list-style-type: none"> UNDERSTANDING POWER AND ITS IMPACT ON MEDIATORS Paraphrasing Practice Questioning Exercise Questioning for Interests Identifying and clarifying assumptions The Art of Reframing with practice exercises | |
| BETWEEN SESSIONS | | MEDIATION 1.2 - CHALLENGES | |
| ZOOM/FACE-FACE SESSION 3 | | MEDIATION 1.2 – CHALLENGES | |
| MODULE 6 & 10 Building your confidence in dealing with angry responses from clients in mediation | | Role plays in Phase 3 of the model, focusing on managing the emotional Climate and probing for interests. It is also expected that you will create a goal statement. <ul style="list-style-type: none"> Shifting clients from an angry response to a curious mindset Practice defusing yourself Practice defusing a client. Setting Limits and Disengaging | |
| BETWEEN SESSION | | MEDIATION 1.2 - CHALLENGES | |
| | | Learn about various forms of power in Mediation and how to balance it. | |
| FACE-FACE | | MEDIATION 1.2 – CHALLENGES | |
| MODULE 7 & 8 Getting more comfortable mediating in the Model | | <ul style="list-style-type: none"> Focusing on the transition between Phase 3 and 4 with focused work in Phase 4. | |
| ZOOM SESSION | | MEDIATION 1.2 – CHALLENGES | |

| | |
|--|--|
| Goal is to gain an awareness of the impact of culture in Mediation | <ul style="list-style-type: none"> • Guest Lecturer on Intercultural Communication and Cross-Cultural Mediation with Niki Kux-Kardos. |
| ZOOM SESSION | MEDIATION 1.2 – CHALLENGES |
| Trauma Informed Practice | <ul style="list-style-type: none"> • Working with clients who have been traumatized. What are the signs to watch for and how to care for them in mediation. Explore the guidelines for creating a Trauma Informed Practice. |
| | |
| MEDIATION 1.3 | BEING A MEDIATOR |
| PRE-COURSE | |
| The more you practice the more comfortable in the model you will become. | <ul style="list-style-type: none"> • Role play practice to get more comfortable in the Model • Apply to real life situations • Review the material in your manual, set up practice with fellow learners. |
| FACE TO FACE (IF POSSIBLE) | There will be 4 session of evaluation role plays. |
| Week 1 | <ul style="list-style-type: none"> • Review of model and viewing of a demo video with instructor stopping after each stage to answer any questions. |
| Between Week 1 & 2 | <ul style="list-style-type: none"> • Complete all final assignments and send in for marking |
| Week 2 | <ul style="list-style-type: none"> • Individual role plays with an evaluator completing an assessment of the demonstration of skills. Each student will have 1 hour and 40 minutes, plus an additional half-hour to complete a self-assessment. |
| | Graduation get together and Mediation Training Wrap-up |