



**ACCREDITATION TRAINING**

**PROFESSIONAL ASSOCIATION OF MEDIATORS IN BULGARIA**

**LEVEL I TRAINING COURSE PROGRAM**

**Level I, Day 1**

09.00 – 10.20	<b>Opening/ Course Introduction</b>
<b>10.20 – 10.30</b>	<b>Refreshment Break</b>
10.30 – 13.00	<b>Module 1:</b> Nature of Conflict <b>Module 2:</b> Traditional Settlement of Disputes, Mediation and the Other Alternative Dispute Resolution Mechanisms
<b>12.45 – 13.45</b>	<b>Lunch Break</b>
13.45 – 15.30	<b>Module 3:</b> Mediation as a Negotiation Process <b>Module 4:</b> The Mediation Procedure Phases, Part 1
<b>15.30 – 15.45</b>	<b>Refreshment Break</b>
15.45 – 17.45	<b>Module 4:</b> The Mediation Procedure Phases, Part 2

**Level I, Day 2**

	09.00 – 10.30 <b>Module 5:</b> Basic Communication Skills, Part 1
<b>10.30 – 10.45</b>	Refreshment Break
10.45 – 12.15	<b>Module 5:</b> Basic Communication Skills, Part 2 <b>Module 6:</b> Basic Mediation Techniques
<b>13:00 – 13:45</b>	<b>Lunch Break</b>
13.45 – 15.30	<b>Module 7:</b> Participants in Mediation
<b>15.30 – 15.45</b>	Refreshment Break
15.45 – 17.15	Round up of Day 1 and Day 2

**TEST**



## LEVEL II TRAINING COURSE PROGRAM

### Level II, Day 1 (Day 3 for the overall training)

09.00 – 10.30	Debrief of Level I and Preview of Level II <b>Module 1:</b> Legal Frame of Mediation
<b>10.30 – 10.45</b>	<b>Refreshment Break</b>
10.45 – 12.45	Module 2: Types of Mediation, Part 1
<b>13.15 – 14.15</b>	<i>Lunch Break</i>
14.15 – 15.45	<b>Module 2:</b> Types of Mediation, Part 2 <b>Module 3:</b> Mode of Mediator Action
<b>15.45 – 16.00</b>	<b>Refreshment Break</b>
16.15 – 17.30	<b>Module 4:</b> Challenging Parties – Part 1

### Level II, Day 2 (Day 4 for the overall training)

09.00 – 10.15	<b>Module 4:</b> Challenging Parties – Part 2
<b>10.15 – 10.30</b>	Refreshment Break
10.30 – 12.30	<b>Module 5:</b> Advanced Mediator Techniques
<b>12:30 – 13:30</b>	<b>Lunch Break</b>
13.30 – 15.15	<b>Module 6:</b> Organization of Mediation Activity
<b>15.15 – 15.30</b>	<i>Refreshment Break</i>
15.30 – 17.00	<b>Plenary Debrief</b>

**TEST**



**LEVEL III, PRACTICE -  
TRAINING COURSE PROGRAM**

**Practice Day 1**

**(Day 5 for the overall training)**

09.00 – 09.30	Introduction
09.30 – 10.45	<b>Role Play 1*</b>
<b>10.45 – 11.00</b>	Refreshment Break
11.00 – 12.15	<b>Role Play 2</b>
12.15 – 13.30	<b>Role Play 3</b>
<b>13.30 – 14.15</b>	Lunch Break
14.15 – 15.30	<b>Role Play 4</b>
<b>15.30 – 15.45</b>	<i>Refr. Break</i>
15.45 – 17.00	<b>Role Play 5</b>

**Practice Day 2**

**(Day 6 for the overall training)**

09.00 – 10.30	Role Play 6
<b>10.30 – 10.45</b>	Refr. Break
10.45 – 12.15	<b>Interview **</b>
<b>12.15 – 13.00</b>	<b>Lunch Break</b>
13.00 – 14.15	Role Play 7
<b>14.15 – 14.30</b>	Refr. Break
14.30 – 15.45	Role Play 8
<b>15.45 – 16.15</b>	<b>Closing</b>
17.00 – 17.30	Practice Debrief

**\* Each case is being played with 3 participants or 4 participants, as mediation or co-mediation. Each delegate mediates at least three cases.**

**\*\* The interview is a presentation on an exam question from the syllabus drawn in advance. Each participant will present the main highlights of the topic, as well as his/her own interpretation of it within 5 minutes.**



**MEDIATION TRAINING – TIMELINE –**

**FIRST LEVEL /DAY 1**

<b>Time</b>	<b>Duration</b>	<b>Activity</b>
9:00	50 min. 10 min.	■ Opening ✓ Trainers' team introduction
	10 min.	■ Introduction to the Course ✓ Course Content and Learning Objectives ✓ Methodology - participatory, interactive, learner-focused
	20 min.	■ Delegates introduction and setting their expectations
	10 min.	■ Administrative issues ✓ How the course works and the training cycle; ✓ Structure of the examination; ✓ Guidelines on the evaluation process; ✓ Ground rules.
	30 min.	■ Entrance Test
<b>10:20</b>	<b>15 min.</b>	<b>Refreshment Break</b>
10.30	65 min	■ <b>MODULE 1: NATURE OF CONFLICT</b> <b>Module objectives</b>
	10 min.	■ <b>Exercise:</b> Pre-training survey: personal understanding, images and perceptions of conflict Debrief
	5 min.	■ Discussion on the delegates' personal experience in conflict situations.
	10 min.	<b>Presentation 1.1</b> Description of Conflict; Definition of conflict – semantic analysis of the definition; Conflict analysis; Assumptions; Sources of conflict
	10 min.	<b>Presentation 1.2</b> Conflict cycle and escalation levels; Conflict and its transformation into a dispute.
	15 min.	■ <b>Exercise</b> Mapping of a conflict
	5 min.	Summary



Time	Duration	Activity
11:30	<u>75min</u> 5 min. 25 min. 40min. 5 min.	<ul style="list-style-type: none"><li>■ <b>MODULE 2: TRADITIONAL SETTLEMENT OF DISPUTES, MEDIATION AND THE OTHER ALTERNATIVE DISPUTE RESOLUTION MECHANISMS</b></li></ul> <p><b>Module objectives</b></p> <p><b>Presentation 2:</b> Types of dispute resolution mechanisms (adjudicative, evaluative, facilitative); Short presentation of court, arbitration and mediation - 25 min.</p> <ul style="list-style-type: none"><li>■ Demo film about mediation “Sun and Sea” Debrief of the film</li></ul> <p>Summary</p>
12:45		<b>Lunch</b>
13:45	<u>75min</u> 5 min. 25 min. 30 min. 15 min.	<ul style="list-style-type: none"><li>■ <b>MODULE 3: MEDIATION AS A NEGOTIATION PROCESS</b></li></ul> <p><b>Module objectives</b></p> <p><b>Presentation 3.1:</b> Basic negotiation models. Characteristics, objectives and principles of position - based negotiations and interest - based negotiations.</p> <p><b>Presentation №3.2:</b> Moving from position-based negotiations to interest-based negotiations. Basic steps and techniques.</p> <ul style="list-style-type: none"><li>■ <b>Exercise: Ostrich eggs</b></li></ul>
15:00	<u>45 min.</u> 5 min.	<ul style="list-style-type: none"><li>■ <b>MODULE 4: THE MEDIATION PROCEDURE PHASES – Part 1</b></li></ul> <p><b>Module objectives</b></p>
	15 min. 15 min.	<ul style="list-style-type: none"><li>■ <b>Exercise:</b> Demo “Mediation opening statement” on behalf of the trainers, Debrief – 10 min.</li></ul> <p><b>Presentation 4.1.</b> Structure of the procedure: Initiation, Beginning, First joint meeting, Caucuses, Subsequent joint meetings, etc., Concluding meeting. Beginning of mediation with caucuses.</p> <p><b>Presentation 4.2.</b> Mediation algorithm: scan of the case and definition of the disputable issues; exploration of interest; generating and evaluating options and solutions; negotiation and choice of mutually acceptable solution; final agreement and closure.</p> <p><b>Presentation 4.3.</b></p>



Time	Duration	Activity
	10 min.	<ul style="list-style-type: none"> <li>- Initiation of mediation; Preparation for the process; Agreement to mediate.</li> <li>- First joint meeting and opening statement (introduction, mediation principles, structure and essence of the process, ground rules). Objectives of the first joint meeting.</li> </ul>
<b>15:35</b>	<b>10 min.</b>	<b>Refreshment Break</b>
15.45	<u>50 min.</u>	<ul style="list-style-type: none"> <li>■ <b>MODULE 4: THE MEDIATION PROCEDURE PHASES – Part 2</b></li> </ul>
	10 min.	<b>Presentation 4.4.</b> Caucuses – objectives, necessity to hold caucuses, when it is appropriate.
	25 min.  15 min.	<p><b>Presentation 4.5.</b> Final meeting – closure. Suspension and termination of mediation. Settlement agreement – mandatory contents and participation of the mediator in its preparation (if any). Enforcement of the settlement agreement.</p> <ul style="list-style-type: none"> <li>■ <b>Exercise: Suspension and termination assessment exercise</b></li> </ul>
16:35	<u>60min.</u>	<ul style="list-style-type: none"> <li>■ <b><u>MEDIATION ROLE PLAY</u></b>: 3 – 4 delegates in a group; at the end - discussion and comments on the performance; objective of the simulation – developing skills to conduct mediation through all phases and compliance with the algorithm, awareness with regard to necessity to hold caucuses.</li> </ul>

#### FIRST LEVEL /DAY 2

Time	Duration	Activity
9:00	5 minutes	<ul style="list-style-type: none"> <li>■ Preview of the program for the day</li> </ul>
9:05	<u>80 min.</u>  5 min.  10 min.  10 min.	<ul style="list-style-type: none"> <li>■ <b>MODULE 5: BASIC COMMUNICATION SKILLS – Part 1</b></li> <li><b>Module objectives</b></li> <li><b>Presentation 5.1.</b> Communication as: a) source of conflict; b) reflection of a conflict; c) instrument for conflict resolution. Barriers to communication (“broken telephone”).</li> <li><b>Presentation 5.2.</b> Verbal and non-verbal communication. Elements and types of non-verbal communication.</li> </ul>



Time	Duration	Activity
	10 min. 5 min. 10 min. 10 min. 10 min. 10 min.	<ul style="list-style-type: none"><li>■ <b>Exercise</b> – Non-verbal communication – Identification of non-verbal grammar (comments on a picture)</li></ul> <p><b>Presentation 5.3.</b> Active listening</p> <ul style="list-style-type: none"><li>■ <b>Exercise</b> – “Speechless Listener”</li></ul> <p><b>Presentation 5.4.</b> Types of questions and aims of questions</p> <ul style="list-style-type: none"><li>■ <b>Exercise</b> - Questioning</li></ul> <p><b>Presentation 5.5.</b> Paraphrasing and summarizing</p> <ul style="list-style-type: none"><li>■ <b>Exercise:</b> Paraphrasing in large group – re-wording of an example text</li></ul> <p>Guidelines for the participants - to be referred to the Addendum to the Study materials - chapters “Nonverbal Messages” and “Mediators Vocabulary”</p>
<b>10:30</b>	<b>15 min.</b>	<b>Refreshment break</b>
10:45	<u>70 min.</u>	<ul style="list-style-type: none"><li>■ <b>Module 5: BASIC COMMUNICATION SKILLS – Part 2</b></li><li>■ <b><u>MEDIATION ROLE PLAY (family case)</u></b> 3 – 4 delegates in a group; at the end - discussion and comments on the performance; objective of the simulation – practicing communication skills.</li></ul>
<u>11:55</u>	<u>65 min.</u> 5 min. 15 min. 15 min. 10 min. 15 min.	<ul style="list-style-type: none"><li>■ <b>MODULE 6: BASIC MEDIATION TECHNIQUES – Part 1</b></li></ul> <p><b>Module objectives</b></p> <ul style="list-style-type: none"><li>■ <b>Exercise:</b> Discussion - group understanding of what is „skills” and what is “techniques”</li></ul> <p><b>Presentation 6.1:</b> Basic mediation techniques – empathy</p> <ul style="list-style-type: none"><li>■ <b>Exercise:</b> Empathy – talking in pairs on a given topic/topic of personal interest with third party monitoring who expresses disapproval, discussion</li></ul> <p><b>Presentation 6.2:</b> Basic mediation techniques – reframing, reality check, suggestion of the mediator, BATNA/WATNA</p> <ul style="list-style-type: none"><li>■ <b>Exercise 6.2: Reframing</b> – group work with each group member <b>reframing</b> a sentence communicated by his/her peer (10 min.)</li></ul>
<b>13:00</b>	<b>45 min.</b>	<b>Lunch</b>
13:45	<u>65 min.</u>	<ul style="list-style-type: none"><li>■ <b>MODULE 6: BASIC MEDIATION TECHNIQUES – Part 2</b></li><li>■ <b>MEDIATION ROLE-PLAY:</b> Objective – practicing mediation techniques taking into account the stage of the mediation process. Group discussion.</li></ul> <p><b>Summary</b></p>



<b>Time</b>	<b>Duration</b>	<b>Activity</b>
14:50	<u>40 min.</u> 5 min 20 min. 15 min.	<b>■ MODULE 7: PARTICIPANTS IN MEDIATION – Roles and Responsibilities</b> <b>Module objectives</b> <b>Presentation 7.1.</b> Role of the mediator – rights and obligations in the procedure under the BG law and regulations; attributes related to professional ethics; professional requisites; preparation for co-mediation when necessary; <b>Presentation 7.2.</b> Role of the attorneys-at-law, experts, consultants. Summary
<b>15:30</b>	<b>15 min.</b>	<b>Refreshment Break</b>
15:45	<u>30 min.</u>	<b>Summary of Level 1</b>
16:15	<u>60min</u>	<b>Exam test consisting of 50 multiple choice questions</b>





**MEDIATION TRAINING – TIMELINE –**

**SECOND LEVEL /DAY 1**

<b>Time</b>	<b>Duration</b>	<b>Activity</b>
9:00	30 min.	<ul style="list-style-type: none"> <li>▪ Introduction</li> <li>▪ Debrief of Level I and Preview of Level II</li> <li>▪ Expectations, possible improvements</li> <li>▪ Administrative questions</li> <li>▪ Program, Breaks, Referral to the entire program and the ground rules</li> </ul>
9.30	75 min. 5 min. 25 min. 20min. 25min	<p>■ <b>MODULE 1 LEGAL FRAME OF MEDIATION</b></p> <p><b>Module objectives</b></p> <p><b>Presentation 1.1.</b> Review of the relevant BG regulations: The Mediation Act and other laws providing regulation of mediation; By-laws: Order of the Minister of Justice no. 17 for Approving Procedural and Ethical Rules of Conduct for Mediators (PERCM); Regulation no. 2 of the Minister for Justice on the Certification of Organizations Providing Mediator Training and on Training Standards for Mediators; Order of the Minister of Justice of for Approving Rules for Exercising Control Over Mediation Training and Mediation Training Providers</p> <p><b>Presentation 1.2</b> Review of the relevant EU regulations: Directive 2008/52, Recommendations.</p> <ul style="list-style-type: none"> <li>▪ Exercise: Discussion on concise cases raising ethical issues – choice of code of conduct.</li> <li>▪ Exercise: Test – comparison of the regulative approaches in EU</li> </ul> <p>Summary</p>
10:30	15 min.	<b>Refreshment Break</b>
10.45	75 min. 5 min. 30 min. 30 min	<p>■ <b>MODULE 2: TYPES OF MEDIATION</b></p> <p><b>Module objectives</b></p> <ul style="list-style-type: none"> <li>▪ <b>Exercise: Demo film “Power Brands”</b> – commercial dispute (Participants will be asked to identify the specifics of mediation in commercial, family, workplace, administrative disputes. Summary on behalf of the trainer)</li> </ul> <p><b>Presentation 2.1.:</b> Types of mediation procedures – facilitative, evaluative, transformative mediation. Difference in mediation approach in accordance with the type of the dispute – specifics of mediation in family, commercial, administrative, workplace,</p>



Time	Duration	Activity
	15 min.	consumer matters. Online mediation. Hybrid forms for dispute resolution;  <b>Presentation 2.2.:</b> Introduction to PAMB's training platform for online resolution of consumers disputes
12.00	<u>75min</u>	<b>MODULE 2: TYPES OF MEDIATION</b>  ▪ <b>ROLE PLAY</b> (Transport of waste)
<b>13.15</b>	<u>60min</u>	<b>LUNCH</b>
14.15	<b>15 min.</b>	▪ <b>MODULE 2: TYPES OF MEDIATION</b> <b>Debrief of the simulation</b>  ▪ <b>Exercise (HOMEWORK)</b> – 3 delegates (mediator, consumer and retail dealer) resolve online a dispute through PAMB's training platform.
14:30	<b>75 min.</b> 5 min. 30min. 30min. 10 min.	▪ <b>MODULE 3: MEDIATOR MODE OF ACTION</b> <b>Module objectives</b>  <b>Presentation 3.1.</b> Mediator working styles;  <b>Presentation 3.2.</b> Strategies to manage conflicts.  Summary
<b>15.45</b>	<b>15 min.</b>	<b>Refreshment Break</b>
16.00	<b>75 min.</b> 5 min. 15 min. 20 min. 15 min. 20 min.	▪ <b>MODULE 4: CHALLENGING PARTIES</b> <b>Module objectives</b>  ▪ <b>Exercise:</b> “Problematic behaviors on behalf of the parties” (Work in small groups followed up with plenary presentation) <b>Presentation 4.1</b> “Typology of problem behaviors”  ▪ <b>Exercise:</b> – Strategies and techniques to respond to the diverse behaviors of the parties (Work in small groups) <b>Presentation 4.2</b> Ways to respond and deal with difficult people Summary
17.15-1		Summary of the day

**SECOND LEVEL /DAY 2**



Time	Duration	Activity
9:00	75 min.	<ul style="list-style-type: none"><li>■ <b>MODULE 4: CHALLENGING PARTIES</b><ul style="list-style-type: none"><li>■ <b>ROLE PLAY OF THE TYPE ‘ROOM FULL OF MEDIATORS’:</b> “Room-mates”</li></ul></li></ul>
10:15	15 min.	<b>Refreshment Break</b>
10:30	75 min. 5 min. 45 min. 25min.	<ul style="list-style-type: none"><li>■ <b>MODULE 5: ADVANCED MEDIATOR TECHNIQUES</b> <b>Module objectives</b> <b>Presentation 5.1.</b> Advanced techniques and their relevance to mediation phases; Recognition of manipulation and lie; Techniques to prevent and break impasse; Cognitive biases and their influence on the decision making process – how to minimize their impact and improve decision making; Resolving a problem with different alternative solutions – brainstorming and the “Six Thinking Hats” model; Management of emotions.<ul style="list-style-type: none"><li>■ <b>Exercise:</b> Exercises aimed at building skills for the use of advanced mediation techniques</li></ul></li></ul>
11.15	60 min.	<ul style="list-style-type: none"><li>■ <b>ROLE PLAY</b> (Ling and Stoichkov). Objective of the role play – practicing advanced mediation techniques taking into account the stage of the mediation process. Group discussion.</li></ul>
12:15	60min	<b>LUNCH</b>
13:15	60 min. 5 min. 15 min. 10 min. 10 min.	<ul style="list-style-type: none"><li>■ <b>MODULE 6: ORGANIZATION OF MEDIATION ACTIVITY</b> <b>Module objectives</b> <b>Presentation 6.1:</b> Who can mediate a dispute under Bulgarian Mediation Act. Building a successful mediation practice – how to develop a good understanding of the surrounding mediation community, local associations, standards, necessity of ongoing training and qualification.<ul style="list-style-type: none"><li>■ <b>Interactive exercise:</b> Browsing on mediation organizations’ web sites to examine the mediators’ panels. Group discussion on the structure of randomly selected mediator profiles.</li></ul><b>Presentation 6.2:</b> Mediation Centers - foundation, structure, documentation and accountability of mediation centers under Bulgarian regulations; European Code of Conduct for Mediation Providers (adopted at the 31st plenary meeting of the CEPEJ);</li></ul>



	10min.  10min	Standard mediation forms.  <b>Presentation 6.3:</b> Court annexed mediation schemes; Court referral to mediation; Sofia District Court mediation referral algorithm; Indicators making referrals to mediation relevant – counter indicators inducing that litigation may be more appropriate.  ■ <b>Exercise:</b> Screening tools. Screening of a case and assessment of its suitability for mediation. Plenary work. Summary
14:15	60min	■ <b>ROLE PLAY</b> “Dismissal at the Auto Dealer Facility” (Objective of the role play – practicing advanced mediation techniques taking into account the stage of the mediation process. Group discussion and plenary discussion)
<b>15:15</b>	<b>15 min.</b>	<b>Refreshment break</b>
15.30	<b>90 min.</b>  10 min. 5 min. 5 min.	<b>CONCLUSION</b>  ○ <b>Review of the key questions and conclusions of the course.</b> ○ <b>Review of expectations</b> ○ <b>Conducting and collecting a feedback from the delegates.</b>
16.00	60 min.	<b>Exam test consisting of 50 multiple choice questions</b>
17.00		<b>End</b>

### LEVEL III – PRACTICE, 2 DAYS

(Role-playing games, feedback, coaching, oral exam,  
allocated according to the program above)