



Competency Framework for IMI

Course Syllabus Indicating Competencies and Method of Assessment

(Note – core competencies are defined below as learning outcomes)

Module 1 – Mediation Principles (Online)

On completion of this Module students will be able to

- Apply core principles of conflict and dispute resolution theory to the field of mediation.
- Define mediation and its characteristic features
- Describe the role(s) of the mediator and consider the limitations of this role
- Compare and contrast different styles of, and approaches to mediation
- Assess suitability of a dispute for mediation
- Engage in some of the debates in the mediation field
- Put mediation in context when compared to other dispute resolution options

Topics addressed include

- Analysing and understanding conflict and conflict behaviour
- Hallmarks of the mediation process (confidentiality, impartiality, voluntariness)
- The role of the mediator
- Mediation styles and models (facilitative, evaluative etc.)
- Philosophies of mediation
- Suitability for mediation
- Trends in mediation and critical debates such as mandatory mediation, access to justice etc.

Assessment will be by means of multiple choice questions and graded discussion forum.

Module 2 – Mediation Processes (Online)

On completion of this Module students will be able to

- Compare different mediation process models – commercial, community, victim-offender, family and others
- Match different process models to different dispute types and contexts
- List the different stages of the mediation process
- Guide parties through the mediation process
- Interact effectively with lawyers and other participants in the mediation process
- Draft documentation required for different types of mediation processes

Topics addressed include

- Mediation in different contexts – commercial, civil, workplace, family, restorative, community and others
- Online and technology assisted mediation
- Stages of the mediation process and key goals for each.
- Preparation for Mediation
- Opening stages
- Exploration stage
- Negotiation and agreement
- Documentation and agreements
- Lawyers and other advisers in mediation

Assessment will be by means of multiple choice questions and graded discussion forum.

Module 3 – Mediation Practice (Online)

On completion of this Module students will be able to

- Describe the current context for, and developments in mediation practice.
- Demonstrate how negotiation theory is used in mediation
- Apply theory to practice using case studies
- Recognise skills and strategies used by mediators and other participants.
- Evaluate different interventions
- Identify common challenges experiences by mediators and other parties in using mediation skills

Topics addressed include

- Recent research on mediation skills and practice
- Mediation strategies - options and choices
- Mediation case studies
- Essential mediation skills and interventions
- Using different skills at different stages of the process

Assessment will be by means of multiple choice questions and graded discussion forum.

Skills Week (On-site)

On completion of this Module students will be able to

- Demonstrate a range of mediation skills in practice including :
 - Listening and communication skills including different questions types and conflict communication strategies;
 - Process management, opening and process, use of joint sessions, caucus, cross caucus and mediating online;

- Negotiation skills including stages of negotiation, use of BATNA, WATNA, ZOPA, decision trees and other tools. Managing positional behaviour and encouraging and managing offers and counter offers.
- People management skills including dealing with emotions, keeping participants safe, dealing with impasse and using techniques of NLP and conflict coaching.
- Integrate theory, process and practical knowledge effectively to manage a mediation process competently.
- Respond to ethical challenges and demonstrate a knowledge of an ability to practice in accordance with relevant ethical standards and codes of practice.
- List the steps for entering practice and / or pursuing further study.

Topics addressed include

- Core and advanced mediation skills and strategies
- Managing parties, advisers and unexpected challenges
- Facilitating negotiation and managing agreement
- Understanding ethics and dealing with ethical challenges
- Setting up a practice
- Joining the mediation profession
- Professional development as a mediator

Methods of assessment:

Role-play and practical exercises will be used both as formative and summative assessment. Practice role-play will include feedback from tutors and peers and individual coaching. Learning will be enhanced and verified by means of reflective learning journals.

Final assessment for certification will be carried out as follows: Candidates will participate as a Mediator in two mock- mediations of one-hour duration and may be involved in role-playing as clients. Each role-play will be assessed by a separate assessor and results combined. Assessors will mark candidates on the basis of a detailed competency grid candidates will be assessed on a pass / fail basis.