

Course Outline

Day 1 (13.00 - 21.30)			
Time	Content	Knowledge/skills Development	Teaching Methodology
13.00 -13.30	Registration		
13.30 -14.30	Welcome and Introduction to the training		<i>Exercise 30', Discussion 30'</i>
14.30 -17.30	Theory and practice of mediation in Europe	<i>Legal Framework</i>	<i>Lecture 90', Discussion 90'</i>
17.30 -18.00	<i>Break</i>		
18.00 -20.30	Greek Legislation Law No 4640/2019	<i>Legal Framework</i>	<i>Lecture 90', Discussion 60'</i>
20.30-21.30	Q&A		<i>Discussion 60'</i>

Day 2 (13.00 - 21.30)			
Time	Content	Knowledge/skills Development	Teaching Methodology
13.00 -13.30	Debrief & KLP of Day 1 and Introduction to Day 2		<i>Discussion 30'</i>
13.30 -14.30	Mediation and ADR procedures <ul style="list-style-type: none"> - The evolution of mediation internationally - Fundamental features, basic concepts and principles, definition of 	<i>The history of mediation</i> <i>Mediation Principles</i> <ul style="list-style-type: none"> ● Neutrality ● Voluntary nature ● Confidentiality 	<i>Lecture 30', Discussion 30'</i>

	<p>the institution in Greek and European Law</p> <ul style="list-style-type: none"> - The importance, the advantages and the objectives of mediation - The stages - The mediator responsibility 	<ul style="list-style-type: none"> • Party self-determination 	
14.30-16.30	<p>Conflict Analysis</p> <ul style="list-style-type: none"> - Theory of conflict - Types of conflict - Factors and dynamics in conflict - Escalation of conflict <p>Techniques of intervention</p>	<p><i>Psychological factors in mediation</i></p> <p><i>Neuro-linguistic programming</i></p>	<p><i>Exercise 60', Discussion 60'</i></p>
16.30-17.00	<i>Break</i>		
17.00-20.30	<p>Introduction to the five stages of the mediation process</p>	<p><i>The steps of the mediation</i></p>	<p><i>Lecture 30', Exercise 60', Discussion 60'</i></p>
20.30-21.30	Q&A		<p><i>Group discussion 60'</i></p>

Day 3 (13.00-21.30)

Time	Content	Knowledge/skills Development	Teaching Methodology
13.00-13.30	Debrief & KLP of Day 2 and Introduction to Day 3		<i>Discussion 30'</i>
13.30-15.00	The progress of the process: Preparation Outline of the procedure		<i>Lecture 30', Exercise 30', Discussion 30'</i>
15.00-16.00	Intermediate procedural features (private meetings - joint meetings- third party participation)		<i>Lecture 30' Discussion 30'</i>
16.00-16.30	<i>Break</i>		

16.30-18.30	The opening statement (Practice of the opening statement)	<i>The opening statement of the mediator</i>	<i>Roleplaying 60' Coaching Discussion 60'</i>
18.30- 20.30	Individual and collective feedback		<i>Feedback 120'</i>
20.30-21.30	Q&A		<i>Discussion 60'</i>

Day 4 (08.30 - 19.00)			
Time	Content	Knowledge/skills Development	Teaching Methodology
08.30- 09.00	Registration		
09.00- 09.30	Debrief & KLP of Day 3 and Introduction to Day 4		<i>Discussion 30'</i>
09.30 -10.30	Communication skills: Introduction to communication Communication and intervention techniques (empathy, active listening, reframing, synopsis, silence, management of emotions) Development and evaluation techniques	<i>The mediator's role within each step Listening skills and communication strategies Management of emotions, diverse behaviors of the parties Dealing with difficult people, Responding to impasse</i>	<i>Lecture 60'</i>
10.30-11.00	<i>Break</i>		
11.00-12.30	Brief 1 (1 & 2 stages of mediation)		<i>Roleplaying 90' Coaching</i>
12.30-13.30	Individual and collective feedback		<i>Feedback 30' Discussion 30'</i>
13.30-14.00	<i>Break</i>		

14.00-15.30	Brief 2 (1 & 2 stages of mediation)		<i>Roleplaying 90'</i> <i>Coaching</i>
15.30-16.30	Individual and collective feedback		<i>Feedback 30'</i> <i>Discussion 30'</i>
16.30-16.45	<i>Break</i>		
16.45-18.15	Brief 3 (1 & 2 stages of mediation)		<i>Roleplaying 90'</i> <i>Coaching</i>
18.15-18.45	Individual and collective feedback		<i>Feedback 30'</i>
18.45-19.15	Q&A		<i>Discussion 30'</i>

Day 5 (08.30 - 19.00)			
Time	Content	Knowledge/skills Development	Teaching Methodology
08.30-09.00	Registration		
09.00-09.30	Debrief & KLP of Day 4 and Introduction to Day 5		<i>Discussion 30'</i>
09.30 -10.30	Negotiation Theory/Skills General principles of negotiation based on interests	<i>Negotiation strategies and skills within each step</i>	<i>Lecture 60'</i>
10.30 -11.00	<i>Break</i>		
11.00-12.30	Brief 1 (3,4 & 5 stages of mediation)		<i>Role playing 90'</i> <i>Coaching</i>

12.30-13.30	Individual and Group Feedback		<i>Feedback 30' Discussion 30'</i>
13.30-14.00	<i>Break</i>		
14.00-15.30	Brief 2 (3,4 & 5)		<i>Roleplaying 90' Coaching</i>
15.30 -16.30	Individual and Group Feedback		<i>Feedback 30' Discussion 30'</i>
16.30-17.00	<i>Break</i>		
17.00-18.30	Brief 3 (3,4 & 5 stages)		<i>Role playing 90' Coaching</i>
18.30-19.30	Individual and Group Feedback		<i>Feedback 30' Discussion 30'</i>
19.30-19.45	Q&A		<i>Discussion 15'</i>

Day 6 (08.30-18.30)			
Time	Content	Knowledge/skills Development	Teaching Methodology
08.30-09.00	Registration		
09.00-09.30	Debrief & KLP of Day 5 and Introduction to Day 6		<i>Discussion 30'</i>
09.30-11.00	Brief 4 (1-5 stages)		<i>Roleplaying 90' Coaching</i>
11.00-12.00	Individual and Group Feedback		<i>Discussion 30' Feedback 30'</i>
12.00-12.30	<i>Break</i>		

12.30-14.00	Brief 5 (1-5 stages)		<i>Roleplaying 90' Coaching</i>
14.00-15.00	Individual and Group Feedback		<i>Feedback 30' Discussion 30'</i>
15.00-15.30	<i>Break</i>		
15.30-17.00	Brief 6 (1-5 stages)		<i>Roleplaying 90' Coaching</i>
17.00-18.00	Individual and Group Feedback		<i>Feedback 30' Discussion 30'</i>
18.00-18.30	Q&A		<i>Discussion 30'</i>

Day 7 (08.30-18.30)			
Time	Content	Knowledge/skills Development	Teaching Methodology
08.30-09.00	Registration		
09.00-09.30	Debrief & KLP of Day 6 and Introduction to Day 7		<i>Discussion 30'</i>
09.30-11.00	Brief 7 (1-5 stages)		<i>Roleplaying 90' Coaching</i>
11.00-12.00	Individual and Group Feedback		<i>Feedback 30' Discussion 30'</i>
12.00-12.30	<i>Break</i>		
12.30-14.00	Brief 8 (1-5 stages)		<i>Roleplaying 90' Coaching</i>
14.00-15.00	Individual and Group Feedback		<i>Feedback 30'</i>

			<i>Discussion 30'</i>
15.00-15.30	<i>Break</i>		
15.30-17.00	Brief 9 (1-5 stages)		<i>Roleplaying 90'</i> <i>Coaching</i>
17.00-18.00	Individual and Group Feedback		<i>Feedback 30'</i> <i>Discussion 30'</i>
18.00-18.30	Q&A		<i>Discussion 30'</i>

Day 8 (08.30-18.30)			
Time	Content	Knowledge/skills Development	Teaching Methodology
8.30-09.00	Registration		
09.00-09.30	Debrief & KLP of Day 7 and Introduction to Day 8		<i>Discussion 30'</i>
09.30-11.00	Mock Assessment 1		<i>Roleplaying 90'</i> <i>Coaching</i>
11.00-12.00	Individual and Group Feedback		<i>Feedback 30'</i> <i>Discussion 30'</i>
12.00-12.30	<i>Break</i>		
12.30-14.00	Mock Assessment 2		<i>Roleplaying 90'</i> <i>Coaching</i>
14.00-15.00	Individual and Group Feedback		<i>Feedback 30'</i> <i>Discussion 30'</i>

15.00-15.30	<i>Break</i>		
15.30-17.00	Mock Assessment 3		<i>Roleplaying 90'</i> <i>Coaching</i>
17.00-18.00	Individual and Group Feedback		<i>Feedback 30'</i> <i>Discussion 30'</i>
18.00-18.30	Q&A		<i>Discussion 30'</i>

Day 9 (08.30-16.00)			
Time	Content	Knowledge/skills Development	Teaching Methodology
08.30-09.00	Registration		
09.00-09.30	Debrief & KLP of Day 8 and Introduction to Day 9		<i>Discussion 30'</i>
09.30-11.00	Assessment		<i>Roleplaying 90'</i>
11.00-11.30	<i>Break</i>		
11.30-13.00	Assessment		<i>Roleplaying 90'</i>
13.00-13.30	<i>Break</i>		
13.30-15.00	Assessment		<i>Roleplaying 90'</i>
15.00-16.00	Next steps/course evaluation		<i>Discussion 60'</i>