



## AIADR Mediation Training Course

### Course Content

Introduction to Mediation		
No	Topic	Notes
1.	Overview of Dispute Resolution Mechanisms	
2.	Essential Mediation Principles: a. Confidentiality b. Consensual c. Voluntary d. Neutrality	
3.	Types of Mediation	
4.	Stakeholders and their roles	
5.	Mediation Framework	
Mediation Proceeding Process		
6.	Stages in Mediation	
7.	Opening Statement	
8.	Agenda Setting	
9.	Exploration of Issue	
10.	Joint Session	
11.	Private Sessions	
12.	Negotiating a Settlement	
Mediation Skills Development		
13.	Negotiation & Conflict Resolution Theory	
14.	People Management Skills: a. Listening & Communication b. Navigating Cultural Differences c. Moving from Position to Interest	
15.	Drafting Settlement Agreement	
Practical Skills Development		
16.	Role Play Exercise	
17.	Tutorials	