

## International Certificate in Workplace Mediation – Outline and Agenda

### DAY ONE (Theory)

- 9:00 Registration and refreshments
- 9:15 Module 1 – Introductions and objectives
- o Welcome and introductions
  - o The TCM system
  - o Ground rules
  - o Course overview
  - o Delegate zone
  - o Pre-course questionnaires
- 10:15 Module 2 – The nature of conflict
- o The 3 C's of Conflict
  - o What behaviors you might see in conflict
  - o The lifecycle of a conflict
  - o Ways in which people respond to conflict
- 11:00 Break (15 minutes)
- 11:15 Module 3 – Overview of mediation
- o The role of mediation
  - o Mediation in a nutshell
  - o Workshops explaining mediation
- 11:45 Module 4 – The anatomy of a FAIR mediation
- o Introducing the FAIR mediation model
  - o Steps in the FAIR mediation model
  - o Suggested room layout
  - o Co-Mediation
- Lunch (30 minutes)
- 12:30
- 13:00 Module 5 – Securing a commitment to mediate
- o Alternatives to a Negotiated Agreement
  - o Questions to secure a commitment to mediate
  - o Pre-Mediation phone call
  - o Phone call practice/ example
- 15:00 Break (10 minutes)
- 15:10 Module 6 – The First Meeting
- o The orange dispute
    - Positions, interests, needs (PIN)
    - Alternatives to a negotiated agreement
  - o Impartiality
    - Objectivity and impartiality
    - Hooks and triggers
- 16:20 Feedback following The First Meeting scenarios
- 16:45 Wrap up DAY ONE
- 17:15 Course concludes

### DAY TWO (Theory)

- 9:00 Debrief from DAY ONE
- 9:15 Module 6 – The First Meeting (continued)
- Key Skill: Active Listening
- o The SING Framework
  - o TCM Funneling Technique
  - o Summarizing

- 10:15 Module 7 – First Meeting Practice
- o Mediation Demonstration
  - o The First Meeting (*skills practice*)
  - o The First Meeting – Best Practice Checklist
- 11:00 Break (15 minutes)
- 11:15 Module 8 – The Second Meeting
- o Preparing Parties for the Joint Meeting
  - o What is the Purpose of the Second Meeting?
  - o What do you need to include?
- 11:45 Module 9 – Non-Violent Communication (NVC)
- o Gandhi quote
  - o Using non-violent communication
- Lunch (30 minutes)
- 12:30 Module 10 – Reframing
- 13:00
- o Key Skill - Reframing
  - o Reframing Top Tips
  - o The BIN Model
  - o Activity: How do you get to needs?
- 15:00 Break (10 minutes)
- 15:10 Module 11 – Second Meeting Practice
- o Mediation Demonstration
  - o The Second Meeting (skills practice)
  - o The Second Meeting – Best Practice Checklist
- 16:00 Feedback on the Second Meeting Practice and framework
- 16:30 Wrapping up – DAY TWO
- o What have you learnt today?
  - o Learning Log for DAY TWO
  - o Developing your Personal Checklists
- 16:45 Last questions from the day
- 17:00 Course concludes

### DAY THREE (Theory)

- 9:00 Debrief from DAY TWO
- 9:15 Module 12 – The Joint Meeting
- o Managing the Joint Meeting
  - o The stages of a FAIR mediation meeting
  - o The Joint Meeting – 8 Critical Steps
  - o The 5 Key Questions - INCA
- 10:15 Module 13 – Overcoming Impasse
- o Group Discussions – what and how?
  - o Dealing with Strong Emotions & Difficult Behavior Top Tips
- 11:00 Break (15 minutes)
- 11:15 Module 14 – Managing the Exchange
- o Discussion – Managing the Exchange
  - o Traffic Light System
  - o Mediation Demonstration
  - o The Joint Meeting (*skills practice*)

- 11:45      **Module 15 – Problem-Solving**
- o    The 5 Key Stages of Problem-Solving
  - o    Problem Solving – some handy tips
- 12:30      **Lunch (30 minutes)**
- 13:00      **Module 17 – The Final Agreement**
- o    Reaching the Final Agreement
  - o    Closing the Mediation session
    - Post-Mediation
  - o    Fair Mediation Demonstration
- 15:00      **Break (10 minutes)**
- 15:10      **Module 18 – Joint Meeting Practice**
- o    The Joint Meeting – Skills Practice (*includes drafting an agreement*)
- 16:00      **Module 19: Final Thoughts**
- o    Mediation is about the Principles – represent the principles at all times
    - Support your manages and leaders
    - Keep supporting each other
  - o    Actively encourage co-operative problem – solving in your difficult discussions
    - Look after yourself
- 16:30      **Feedback on the Mediation principles/ joint meeting framework**
- 16:45      **Wrap up DAY THREE**
- 17:00      **Course concludes**

**DAY FOUR (ASSESSMENT DAY)**

- 9:00 Any Questions and Time to Practice
- 9:30 Assessor Intro & Set up
- 9:45 1<sup>st</sup> Party 1<sup>st</sup> Meeting
- 10:25 Assessor Feedback
- 10:30 2<sup>nd</sup> Party 1<sup>st</sup> Meeting
- 11:10 Round Table Feedback/ Group Feedback (Online)
- 11:25 Break (15 minutes)
- 11:40 1<sup>st</sup> Party 2<sup>nd</sup> Meeting
- 12:00 Assessor Feedback
- 12:05 2<sup>nd</sup> Party 2<sup>nd</sup> Meeting
- 12:25 Round
- 12:45 Table
- 13:15 Feedback
- 14:30 / Group
- 14:45 Feedback
- 14:55 (Online)
- Lunch
- (30 minutes)
- Joint Meeting – UST & Exchange
- Round
- Table
- Feedback/
- Group
- Feedback
- (Online)
- Break (10 minutes)
- Joint Meeting – Problem Solving and Agreement
- 15:45 Round Table Feedback/ Group Feedback (Online)
- 16:00 Self reflection from role plays with assessor
- 16:30 Reconvene & Feedback – preparation for day 5
- 17:00 Close and Conclude day

**DAY FIVE (ASSESSMENT DAY)**

9:00 Any Questions and Time to Practice

9:30 Assessor Intro & Set up

9:45 1<sup>st</sup> Party 1<sup>st</sup> Meeting

10:25 Assessor Feedback

10:30 2<sup>nd</sup> Party 1<sup>st</sup> Meeting

11:10 Round Table Feedback/ Group Feedback (Online)

11:25 Break (15 minutes)

11:40 1<sup>st</sup> Party 2<sup>nd</sup> Meeting

12:00 Assessor Feedback

12:05 2<sup>nd</sup> Party 2<sup>nd</sup> Meeting

12:25 Round

12:45 Table

13:15 Feedback

14:30 / Group

14:45 Feedback

14:55 (Online)

Lunch

(30

minutes)

Joint Meeting – UST & Exchange

Round

Table

Feedback/

Group

Feedback

(Online)

Break (10

minutes)

Joint Meeting – Problem Solving and Agreement

15:45 Round Table Feedback/ Group

Feedback (Online)

16:00 Self reflection from role plays with assessor

16:30 Reconvene & Feedback – preparation for day 5

17:00 Close and Conclude day

**DAY SIX (ASSESSMENT DAY)**

9:00 Any Questions and Time to Practice

9:30 Assessor Intro & Set up

9:45 1<sup>st</sup> Party 1<sup>st</sup> Meeting

10:25 Assessor Feedback

10:30 2<sup>nd</sup> Party 1<sup>st</sup> Meeting

11:10 Round Table Feedback/ Group Feedback (Online)

11:25 Break (15 minutes)

11:40 1<sup>st</sup> Party 2<sup>nd</sup> Meeting

12:00 Assessor Feedback

12:05 2<sup>nd</sup> Party 2<sup>nd</sup> Meeting

12:25 Round

12:45 Table

13:15 Feedback

14:30 / Group

14:45 Feedback

14:55 (Online)

Lunch

(30

minutes)

Joint Meeting – UST & Exchange

Round

Table

Feedback/

Group

Feedback

(Online)

Break (10

minutes)

Joint Meeting – Problem Solving and Agreement

15:45 Round Table Feedback/ Group Feedback (Online)

16:00 Self reflection from role plays with assessor

16:30 Reconvene & Feedback – preparation for day 5

17:00 Close and Conclude day

