



Basic Mediator Training

4 modules, 96 hours, 12 days, each day training begins at 09:30 am and ends at 6:30 pm,

2 coffee-breaks (20 min each) and lunchbreak (1 hour)

Types: Ex – exercise, L – lecture, Br – brake, RP – role-play, feedback

Module 1 Day 1

Type	Activity, topic	Time
Ex	Greetings and acquaintance of the participants. Collections of expectations, training program presentation, discussing	90 min
Ex	Team building exercise	30 min
Br	Coffee-brake	20 min
L	Introduction to mediation: historical aspects, competencies, triangle (procedural, content, psychological), mediation potential	25 min
Ex	World café “Conflict is good/bad/how can we prevent and deescalate it”	80 min
Br	Lunch	60 min
L	Conflict theory	20 min
RP	Identification of conflictogens	40 min
L	Successful communication: reducing the degree of conflict, paraphrase	15 min
RP	Communicative skills training “conflictogens domestication”	30 min
Ex	Conflict dynamics	10 min
Br	Coffee-brake	20 min
L	Structure and dynamics of the conflict	20 min
Ex	Watching movie episodes and discussion (conflict dynamics)	40 min

L	Approaches to conflict resolution (from a position of power, law, interest). Intervention in the conflict.	15 min
RP	Feedback of the day	25 min

Module 1 Day 2

Type	Activity, topic	Time
Ex	Greetings of participants, sharing circle, Q&A.	40 min
RP	Stages of grief	10 min
L	Subjective perception of the conflict	15 min
Ex	Ice-breaking game	10 мин
L	Positions, interests and needs. Hierarchy of needs by A. Maslow	20 min
RP	Search for interests and needs	30 min
Br	Coffee-break	20 min
L	Conflict Strategies	15 min
Ex	Thomas-Killmann Conflict mode test	15 min
RP	Movie episode discussion (conflict strategies, parties` interests and needs)	60 min
L	Alternative dispute resolution methods (ABC, ADR). Negotiations as the basis of mediation.	20 min
Br	Lunch	60 min
L	Conflict visualization	20 min
RP	Conflict mapping	45 min
RP	Case solution (as a judge and as a mediator)	60 min
Br	Coffee-break	20 min
L	Types of negotiations, Harvard model of negotiations	20 min
Ex	Movie episode discussion (negotiation type)	20 min
Ex	Discussion for negotiations.	10 min
RP	Feedback of the day	50 min

Module 1 Day 3

Type	Activity, topic	Time
Ex	Greetings of participants, sharing circle, Q&A	40 min
RP	Conflict in the public transport	20 min
L	Principles and participants of mediation Central elements of mediation	20 min
Ex	Mediation principles	40 min
Br	Coffee-break	20 min
L	Types and models of mediation	20 min
Ex	Stages of mediation	10 min
L	Mediation process, stages and forms of meetings	20 min
RP	Simulation	80 min
Br	Lunch	60 min
Ex	Lateral logic riddle	10 min
PR	Simulation	80 min
Br	Coffee-break	20 min
RP	Simulations discussion, difficulties, Q&A	40 min
Ex	Homework for the next module	10 min
RP	Feedback of the module	50 min

Modul 2 Day 1 (4)

Type	Activity, topic	Time
Ex	Greetings of participants, sharing circle, Q&A.	40 min
Ex	Remember everything	30 min
Ex	Homework discussion & presentation	45 min
Ex	2nd module presentation.	5 min

Br	Coffee-break	20 min
RP	Communication game	120 min
Br	Lunch	60 min
RP	Feedback on communication	40 min
Ex	Group conclusions and presentation	30 min
L	Types and models of communication	20 min
RP	Work with non-verbal communication in couples	20 min
Br	Coffee-break	20 min
RP	Respond on toxic communication	35 min
L	Stages of communication	10 min
RP	Simulation – perception & interpretation	20 min
RP	Feedback of the day	25 min

Modul 2 Day 2 (5)

Type	Activity, topic	Time
Ex	Greetings of participants, sharing circle, Q&A.	30 min
L	Emotional quotient, emotional competence	20 min
Ex	Hall test EQ	10 min
L	Instincts, emotions, states, feelings, affects.	20 min
RP	Basic emotions	20 min
Br	Coffee-break	20 min
Ex	Complex emotions, appropriate and inappropriate emotions	30 min
RP	Emotion cards	30 min
RP	Simulation	60 min
Br	Lunch	60 min
L	Triggers	10 min
RP	Simulation: reaction on triggers	40 min

L	Four sides of the message by Schulz von Thun	10 min
RP	Four ears	40 min
L	Tools for effective communication in mediation	20 min
Br	Coffee-break	20 min
RP	Paraphrasing, reframing, I-message, summary	60 min
RP	Feedback of the day	20 min

Modul 2 Day 3 (6)

Type	Activity, topic	Time
Ex	Greetings of participants, sharing circle Q&A.	30 min
Ex	Riddle	10 min
RP	“4 chairs” practicing successful communication skills	60 min
L	Mediator's Golden Questions	20 min
Br	Coffee-break	20 min
RP	Closed question □ open question	40 min
RP	«Xerox»	30 min
L	The main positions of mediational conversation	20 min
RP	Discussion the video (active listening techniques)	10 min
Br	Lunch	60 min
L	Prejudice Ladder	10 min
Ex	Labels in our life	30 min
RP	Simulation	70 min
Br	Coffee-break	20 min
RP	Simulation	70 min
RP	Feedback of the module	40 min

Modul 3 Day 1 (7)

Type	Activity, topic	Time
Ex	Greetings of participants, sharing circle, Q&A.	30 min

Ex	3d module presentation	5 min
Ex	Remember everything	60 min
L	Premediation. Criteria of dispute medialability	20 min
Br	Coffee-break	20 min
RP	Call to the mediator	40 min
L	Preparatory stage of mediation	25 min
RP	Mediator`s introductory remarks	20 min
L	Collection of information and topics for discussion	20 min
Br	Lunch	60 min
Ex	Discussion the video (mediators` skills in life)	10 min
RP	Simulation	120 min
Br	Coffee-break	20 min
RP	Simulation	60 min
RP	Feedback of the day	30 min

Modul 3 Day 2 (8)

Type	Activity, topic	Time
Ex	Greetings of participants, sharing circle, Q&A.	30 min
RP	Parties` interests and needs	20 min
L	The stage of clarifying the interests and needs of the parties	20 min
RP	Simulation	40 min
Br	Coffee-break	20 min
RP	Simulation	80 min
Ex	Mediation will be successful	30 min
Br	Lunch	60 min
L	Mediation stage - creative search for solutions	10 min
Ex	Discussion the video	5 min
RP	Simulation	120 min
Br	Coffee-break	20 min

Ex	Creativity	20 min
RP	Mediators` feedback	40 min
RP	Feedback of the day	25 min

Modul 3 Day 3 (9)

Type	Activity, topic	Time
Ex	Greetings of participants, sharing circle, Q&A.	30 min

L	The stage of selection and evaluation of solutions BATNA, WATNA, ZOPA, SMART-analysis.	20 min
RP	Simulation	60 min
Br	Coffee-break	20 min
RP	Simulation	60 min
RP	Simulation	60 min
Br	Lunch	60 min
RP	Feedback after simulations, analysis, Q&A	40 min
L	Mediation agreement and its implementation. Postmediation	15 min
RP	Agreement as a result of mediation	45 min
L	Legal Basis for Mediation	15 min
Br	Coffee-break	20 min
Ex	Final test, analysis and discussion	35 min
Ex	Team-building and communication	40 min
RP	Feedback of the module	30 min

Modul 4 Day 1 (10)

Type	Activity, topic	Time
Ex	Greetings of participants, sharing circle, Q&A.	35 min

Ex	4 th module presentation	5 min
RP	Debates	90 min

Br	Coffee-break	20 min
RP	Debates	100 min
Br	Lunch	60 min
L	Features of mediation in certain categories of disputes	30 min
Ex	Social media post	40 min
L	Intercultural communication	15 min
Ex	Features of intercultural communication	45 min
Br	Coffee-break	20 min
RP	Response to toxic communication, feedback	50 min
RP	Feedback of the day	40 min

Modul 4 Day 2 (11)

Type	Activity, topic	Time
Ex	Greetings of participants, sharing circle, Q&A.	40 min

Ex	Creativity & drawings for mediator	20 min
L	Intervision and supervision for mediators	20 min
Ex	What's your energizer	30 min
Br	Coffee-break	20 min
RP	Mediation stages	30 min
RP	Proposition of mediation	40 min
L	The role of the lawyer in mediation	15 min
Ex	Discussion the video	5 min
L	Situational assessment	20 min
Br	Lunch	60 min
RP	Video "Mediation in Great Britain"	60 min
Ex	Mediator can/can't	40 min
Ex	Overconfidence	20 min
Br	Coffee-break	20 min
RP	Mediator's phrases	60 min

RP	Feedback of the day	40 min
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Modul 4 Day 3 (12)

Type	Activity, topic	Time
Ex	Greetings of participants, sharing circle, Q&A.	30 min

L	Value-ethical and role competencies of the mediator	20 min
RP	Value-ethical dilemma	30 min
Ex	Mediator`s challenges	60 min
Br	Coffee-break	20 min
RP	Final simulation preparation	10 min
RP	Final simulation	70 min
Br	Lunch	60 min
RP	Final simulation.	60 МИН
RP	Final simulation analysis	60 min
Br	Coffee-break	20 min
RP	Summing up the course, feedback Q/A	70 min
Br	Solemn certificate presentation. Students` feedback questionnaire	30 min