



### Course Outline

The mediation course will be delivered entirely online. To ensure maximum engagement by all participants, there shall be not more than 25 participants (for online training) in each cohort. It is intended that two (w) or more cohorts may run concurrently or in quick succession if there is need to accommodate more participants.

There will be at least 3 members of the training faculty supported by an appropriate number of coaches. Teams will be monitored by the training faculty and coaches during all exercise and practice sessions. Individuals will be given opportunity to communicate on a one-on-one basis with faculty members and coaches.

The online course will be delivered over two successive Fridays, Saturdays and Sundays. Virtual hours for the programme is in excess of forty (40) hours. The mode of engagement in these sessions vary in order to incorporate mediation theory and practice lectures, group and team exercises and role plays. Video presentations, slides and recommended reading will be made available to participants and accessible to them before and after the programme commences. Participants will be expected to do their own reading and preparatory work before each session.

Course Content	Knowledge	Skills
<b>Module 1</b>		
1	Mediation Principles & Stages of Mediation	✓ Process Management
2	An Overview of Negotiation and Conflict Resolution Theory	✓ Negotiation Strategies and Skills ✓ Forms of Listening Skills and Communication Strategies
3	Mediator Ethics	

4	Cultural and Diversity Aspects of Mediation	✓ Ways of Responding to the Diverse Behaviour of the Parties
<b>Module 2</b>		
1	Malaysian Law on Mediation	
2	The Role of Legal Counsel and Representatives	✓ Mediation Forms
<b>Module 3</b>		
1	Role Play, Coaching & Feedback	

**Course Schedule**

Session Type	Day and Time (Malaysia)	Lecture/Exercise/Role Play	Aim
<b>Module 1</b>			
<b>Session 1: Mediation Principles</b>	Friday	*Virtual Classroom	

Orientation	8.00 pm – 8.15 pm	Orientation and Course Overview	To outline the general principles of mediation and the alternative dispute resolution methods aside from court litigation.
Lecture	8.15 pm – 9.00 pm	Online Lecture on Mediation Principles	
Break	9.00 pm – 9.05 pm		
Exercise and Discussion	9.05pm – 12 am	Exercise and Discussion on Principles in Mediation	
<b>Session 2: An Overview of Mediation Process</b>	<b>Saturday</b>	<b>*Virtual Classroom</b>	
Lecture	9.00 am – 9.30 am	Online Lecture on Mediation Process	<ul style="list-style-type: none"> <li>To outline the process of mediation in detail, particularly the process management <ul style="list-style-type: none"> <li>-Opening Stage</li> <li>-Exploration Stage</li> </ul> </li> </ul>
Break	9.30 am – 9.45 am		
Exercise and Discussion	9.45 am – 1.00 pm	Exercise and Discussion	
Lunch Break	1.00 pm – 2.00 pm		
Exercise and Discussion	2.00 pm – 4.10 pm	Exercise and Discussion	
Break	4.00 pm - 4.10 pm		
Role Play 1	4.10 pm – 6.30 pm	Role Play, Coaching & Feedback	
<b>Session 3: An Overview of Mediation Process</b>	<b>Sunday</b>	<b>*Virtual Classroom</b>	
Lecture	9.00 am – 9.45 am	Online Lecture on Mediation Process	<ol style="list-style-type: none"> <li>This lecture is to outline the process of mediation in detail, particularly the process management: <ul style="list-style-type: none"> <li>-Negotiation Stage</li> <li>-Settlement Stage</li> </ul> </li> <li>Forms of Listening Skills and Communication Strategies</li> </ol>
Role Play 2	9.45 am – 11.15 am	Role Play, Coaching & Feedback	
Break	11.15 am – 11.30 am		
Role Play 3	11.30 am – 1.00 pm	Role Play, Coaching & Feedback	
Lunch Break	1.00 pm – 2.00 pm		
Role Play 4	2.00 pm – 3.45 pm	Role Play, Coaching & Feedback	
Break	3.45 pm – 4.00 pm		
Role Play 5	4.00 pm – 7.00pm	Role Play, Coaching & Feedback	

Session Type	Day and Time (Malaysia)	Lecture/Exercise/Role Play	Aim
<b>Session 1: Ethics, Cultural and Diversity Aspects of Mediation</b>	<b>Friday</b>	<b>*Virtual Classroom</b>	
Lecture	8.00 pm – 8.45 pm	Online Lecture on Ethics, Cultural and Diversity Aspects of Mediation	<ol style="list-style-type: none"> <li>To explain the ethical issues in mediation process and the diversity aspects of mediation.</li> <li>Ways of Responding to the Diverse Behaviour of the Parties</li> </ol>
Break	8.45 pm – 9.05 pm		
Exercise and Discussion	9.05 pm – 12 am	Exercise and Discussion	
<b>Session 2: Negotiation and Conflict Resolution Theory</b>	<b>Saturday</b>	<b>*Virtual Classroom</b>	
Lecture	9.00 am – 9.30 am	Lecture on Negotiation and Conflict Resolution Theory	To explain the negotiation techniques, general conflict resolution theory, negotiation strategies and skills
Break	9.30 am – 9.45 am		
Exercise and Discussion	9.45 am – 1.00 pm	Exercise and Discussion	
Lunch Break	1.00 pm – 2.00 pm		
Exercise and Discussion	2.00 pm – 4.00 pm	Exercise and Discussion	
Break	4.00 pm - 4.10 pm		
Role Play 6	4.10 pm – 6.30 pm	Role Play, Coaching & Feedback	
<b>Module 2 &amp; 3</b>			
<b>Session 3: Malaysian Law on Mediation &amp; The Role of Legal Counsel and Representatives</b>	<b>Sunday</b>	<b>*Virtual Classroom</b>	
Lecture	9.00 am – 9.45 am	Lecture on Malaysian Law on Mediation & The Role of Legal Counsel and Representatives	<ol style="list-style-type: none"> <li>To describe the Malaysian law on mediation and the role of the legal counsel and other representatives present during the mediation process.</li> <li>To introduce various mediation forms.</li> </ol>
Role Play 7	9.45 am – 11.15 am	Role Play, Coaching & Feedback	
Break	11.15 am – 11.30 am		
Role Play 8	11.30 am – 1.00 pm	Role Play, Coaching & Feedback	
Lunch Break	1.00 pm – 2.00 pm		
Role Play 9	2.00 pm – 3.45 pm	Role Play, Coaching & Feedback	
Break	3.45 pm – 4.00 pm		
Role Play 10	4.00 pm – 7.00pm	Role Play, Coaching & Feedback	