

Course Outline							
Day N°	Topic	Content	Teaching approach	Mode	Hours	Starting - ending time	Time distribution
	KD: Introduction to the theory of conflict and its features	Society, communication and conflict. Concept of conflict. Conflict's general features. Conflict's dimensions.Conflict's costs and oportunities.	Asynchrone	Asynchrone	1.5		
1	KD: Introduction to the theory of conflict and its features	1. Cause of conflicts (Moore's circle of conflicts). 2. Kinds of conflicts. 3. Escalation of the conflict and its phases. 4. Managing conflict. 5. Conflict Managment Styles (Thomas-Kilmann test).	Lecturing, knowledge input, presentation	Face to face and online (with simultaneous group discussion tools and complying with the standard of using online means)	1.5	17:00 - 18:30	Topics 1,2,3: 40 min. Topics 4 and 5: 40 min. Introduction & final summary: 10 min
	KD: ADR means in civil and commercial matters. Negotiation theory & structure / International trends / its core principles	General overview of ADR means. ADR means in civil and comercial matters: chilean and international status. ADR core principles.	Asynchrone	Asynchrone	1.5		
1	KD: ADR means in civil and commercial matters. Negotiation theory & structure / International trends / its core principles	1.Negotiation models and UC Negotiation System. 2. Trust in the negotiation. 3. Negotiation's anatomy. 4. Generating and distributing value in negotiations.	Exercices and discussion	Face to face and online (with simultaneous group discussion tools and complying with the standard of using online means)	1.5	18:50-20:20	Topics 1,2: 40 min. Topics 3,4: 40 min. Introduction & final summary: 10 min
	KD: Mediation principles: neutrality, voluntary nature, confidentiality, party-self determination. Content, legal and international socurces	Mediation principles and structure. National and international sources of the mediation principles.	Asynchrone	Asynchrone	1.5		
2	KD: Mediation principles: neutrality, voluntary nature, confidentiality, party-self determination. Content, legal and international socurces	1. Introduction to mediation. 2. Varieties of mediation (Transformative, facilitative and evaluative). 3. The mediator's role. 4. Advantages and disadvantages of mediation.	Lecturing, knowledge input, presentation	Face to face and online (with simultaneous group discussion tools and complying with the standard of using online means)	1.5	17:00 - 18:30	Topics 1,2: 40 min. Topics 4,5: 40 min. Introduction & final summary: 10 min
2	KD: Mediation structure: pre-mediation / opening statement / parties initial exposures / setting up agenda / exploration phase / termination of the mediation	1. Mediation structure and phases review; 2. Analysis and discussion of each principle of the mediation.	Lecturing, knowledge input, presentation, case analysis	Face to face and online (with simultaneous group discussion tools and complying with the standard of using online means)	1.5	18:50-20:20	Topic 1: 30min; Topic 2: 50; Introduction & Final summary: 10 min
3	KD: Mediation structure: pre-mediation / opening statement / parties initial exposures / setting up agenda / exploration phase / termination of the mediation	1. Introducing the mediation to the parties: opening statement. 2. Agreeing ground rules. 3. Building trust in early stages of the mediation. 4. Developing & enhancing information.	Exercices and discussion	Face to face and online (with simultaneous group discussion tools and complying with the standard of using online means)	1.5	17:00 - 18:30	Topic 1: 30 min. Topics 2,3,4: 50 min. Introduction & Final summary: 10 min

	KD: Ethics standard applicable to mediation proceedings. Review of international standars. Case analysis.	Ethics and law in the mediation. National and international ethics standars. Information managment: confidentiality and disclosure.	Asynchrone	Asynchrone	1.5		
3	KD: Ethics standard applicable to mediation proceedings. Review of international standars. Case analysis.	1. Regulatory standars aplicable to mediators: discussion of the extent and extension of national and international codes of ethics. 2. The extent of confidentiality: practical challenges. 3. Management of parties' information	Lecturing, knowledge input, presentation	Face to face and online (with simultaneous group discussion tools and complying with the standard of using online means)	1.5	18:50-20:20	Topics 1, 2: 50 min; Topic 3: 30 min; Introduction & Final summary: 10 min
4	KD: Ethics standard applicable to mediation proceedings. Review of international standars. Case analysis.	The mediator's role from an ethic perspective. Analysis of cases	Exercises and discussion	Face to face and online (with simultaneous group discussion tools and complying with the standard of using online means)	1.5	17:00 - 18:30	Analysis and discussion of 4 to 5 cases: 1:20 hr.; Introduction & Final summary: 10 min
4	KD: The role of the legal counsel and its representatives. The agency dilemma.	1. The role of experts, advocates and representatives; 2. Companies as parties in the negotiation. 3. Parties equality when experts intervene.	Exercises and discussion	Face to face and online (with simultaneous group discussion tools and complying with the standard of using online means)	1.5	18:50-20:20	Topic 1: 40 min; Topics 2, 3: 40 min; Introduction & Final summary: 10 min
	KD evaluation: case analysis and matherial briefing				1.5	17:00 - 18:30	
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5	Skills Devolpment (SD): Listening skills and communication strategies workshop.	1. Review of the mediation structure process. 2. The importance of preparation. 3. The core mediation's tool: the question. 3. Open and closed questions. 4. Getting full stories and clear information.	Exercises and discussion; Learning by doing method: role play simulations, feedback, coaching and 360° analysis.	Face to Face.	4	9:00-11:00; 11:30 - 13:30	1:30 hrs. Topics' analysis & discussion; 1:30 hrs role play simulations; 40 min. feedback; 20 min: Introduction & Final summary.
5	SD: Mediator's toolkit. Develpment and practice of process management skills throuout simulation cases.	1. Active listening and its importance. 2. Communicating with empathy and assertiveness. 3. Communication strategies (SOLER and SURETY models).	Exercises and discussion; Learning by doing method: role play simulations, feedback, coaching and 360° analysis.	Face to Face.	4	15:00 - 17:00; 17:30-19:30	1:30 hrs. Topics' analysis & discussion; 1:30 hrs role play simulations; 40 min. feedback; 20 min: Introduction & Final summary.
6	SD: Mediator's toolkit. Develpment and practice of process management skills throuout simulation cases.	1. Non-directive responding. 2. Reframing and summarising. 3. Reality testing, alternatives analysis. 4. Caucuses management.	Exercises and discussion; Learning by doing method: role play simulations, feedback, coaching and 360° analysis.	Face to Face.	4	9:00-11:00; 11:30 - 13:30	1:30 hrs. Topics' analysis & discussion; 1:30 hrs role play simulations; 40 min. feedback; 20 min: Introduction & Final summary.
6	SD: Mediator's toolkit. Develpment and practice of process management skills throuout simulation cases.	1. Treating people equally and fairly. 2. Intercultural aspects in a cross-border mediation. 3. Adapting the communication style to the parties needs.	Exercises and discussion; Learning by doing method: role play simulations, feedback, coaching and 360° analysis.	Face to Face.	4	15:00 - 17:00; 17:30-19:30	1:30 hrs. Topics' analysis & discussion; 1:30 hrs role play simulations; 40 min. feedback; 20 min: Introduction & Final summary.
7	SD: Negotiation strategies, preparation and skills to manage the content of the dispute.	1. Revisting the anatomy of the negotiation while the mediation is advanced. 2. Early identifying the parties interests. 3. Ways of working options for a solution.	Exercises and discussion; Learning by doing method: role play simulations, feedback, coaching and 360° analysis.	Face to Face.	4	9:00-11:00; 11:30 - 13:30	1:30 hrs. Topics' analysis & discussion; 1:30 hrs role play simulations; 40 min. feedback; 20 min: Introduction & Final summary.

7	SD: Dificult negotiations: ways of responding to the diverse behaviours of the parties.	1. Dealing with impasses and deadlocks. 2. Understanding emotions in the decision making process. 3. Dealing with power imbalances. 4. Drafting agreements	Excercises and discussion; Learning by doing method: role play simulations, feedback, coaching and 360° analysis.	Face to Face.	4	15:00 - 17:00; 17: 30-19:30	1:30 hrs. Topics' analysis & discussion; 1:30 hrs role play simulations; 40 min. feedback; 20 min: Introduction & Final summary.
8	SD assessment: simulation of cases.				4	9:00-11:00; 11:30 - 13:30	
8	SD assessment: simulation of cases.				1	15:00 - 16:00	
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