

Course Outline						Starting - ending time	Time distribution
Day N°	Topic	Content	Teaching approach	Mode	Hours		
	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 opportunities.	Asynchronous	Asynchronous	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 Management Styles (Thomas-Kilmann test).	Lecturing, knowledge input, presentation	Face to face and online (with simultaneus 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.	Asynchronous	Asynchronous	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.	Excercises and discussion	Face to face and online (with simultaneus 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 sourcres	Mediation principles and structure. National and international sources of the mediation principles.	Asynchronous	Asynchronous	1.5		
2	KD: Mediation principles: neutrality, voluntary nature, confidentiality, party-self determination. Content, legal and international sourcres	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 simultaneus 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 simultaneus 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.	Excercises and discussion	Face to face and online (with simultaneus 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 standards. Case analysis.	Ethics and law in the mediation. National and international ethics standards. Information management: confidentiality and disclosure.	Asynconic	Asynconic	1.5		
3	KD: Ethics standard applicable to mediation proceedings. Review of international standards. Case analysis.	1. Regulatory standards applicable 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 standards. Case analysis.	The mediator's role from an ethic perspective. Analysis of cases	Excercises 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.	Excercises 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 material briefing				1.5	17:00 - 18:30	
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5	Skills Development (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.	Excercises 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. Development and practice of process management skills throughout simulation cases.	1. Active listening and its importance. 2. Communicating with empathy and assertiveness. 3. Communication strategies (SOLER and SURETY models).	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.
6	SD: Mediator's toolkit. Development and practice of process management skills throughout simulation cases.	1. Non-directive responding. 2. Reframing and summarising. 3. Reality testing, alternatives analysis. 4. Caucuses management.	Excercises 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. Development and practice of process management skills throughout 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.	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.
7	SD: Negotiation strategies, preparation and skills to manage the content of the dispute.	1. Revising the anatomy of the negotiation while the mediation is advanced. 2. Early identifying the parties interests. 3. Ways of working options for a solution.	Excercises 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: Difcult negotiations: ways of responding to the diverse behaviours of the parties.	1. Dealing with impasses and deadlocks. 2. Undestanding 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	