

WILLMINDS ACCREDITED MEDIATION TRAINING AND ASSESSMENT
COURSE OUTLINE

MODULE 1: MEDIATION THEORY (4 hours)			
WEEK 1- Session 1	17h - 21h	<p>Introduction to Mediation Mediation in the spectrum of Dispute Resolution Benefits of Mediation When to use Mediation: assessing suitability of cases for Mediation</p> <p>Context of Mediation Principles of Mediation: Neutrality, Confidentiality, Voluntary, Self-Determination, etc. Types of Mediation: Voluntary, Contractual, and Judicial Styles of Mediation: Facilitative, Evaluative, and Transformative Institutional vs. Ad Hoc Mediation</p> <p>Methods of Mediation In-person/ Remote-ODR/ Shuttle/ Co-Mediation</p>	<p>Lecture (1h) General Discussion (1h45) Video Simulations (1h) Break (15 min)</p>
MODULE 2: STAKEHOLDERS IN MEDIATION (4 hours)			
WEEK 1- Session 2	17h - 21h	<p>Role of the Mediator Multiple hats of the Mediator Role and Duties of the Mediator</p> <p>Role of the Parties in Mediation Authority of the Parties- Representations Rights and Responsibilities of Parties in the Mediation</p> <p>Role of Lawyers and Courts in Mediation Pre-Mediation/ During Mediation/ Post-Mediation</p> <p>Role of other Stakeholders Experts, interpreters, and groups to be informed, consulted or engaged as needed.</p>	<p>Lecture (1h) Cast Study Discussion (1h20) Debate and Role Switching (1h25) Break (15 min)</p>

MODULE 3: CONFLICT RESOLUTION THEORY FOR MEDIATION (4 hours)

WEEK 2- Session 1	17h - 21h	<p>Diagnosing and Analyzing Conflicts Sources, types, and scope of conflicts Triggers, warnings, and signs Interests of parties Conflict spirals, dynamics, and escalation</p> <p>Instruments and Models of Conflict Resolution</p>	<p>Lecture (1h) Group Discussion (1h30) Diagnosis and Approaches Exercises (1h15) Break (15 min)</p>
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MODULE 4: MEDIATION TECHNIQUES AND SKILLS (12 hours)

PART I- Verbal and Non-Verbal Communications (4 hours)

WEEK 2- Session 2	17h - 21h	<p>Effective Verbal Communications in Mediation Building Rapport and Empathy Active Listening and Using Silence Summarizing, Reframing, and Paraphrasing The Use of Questions</p> <p>Non-Verbal Communications in Mediation Body Language, eye contact, and facial expressions Tone of Voice / Appearances and Gestures</p>	<p>General Discussion (1h) Coaching with Video simulations (45 min) Exercises: Reframing, Paraphrasing, Questioning (1h) Role-Plays on verbal and non-verbal skills (1h) Break (15 min)</p>
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PART II - Emotional and Intercultural Skills (4 hours)

WEEK 3- Session 1	17h - 21h	<p>Managing Emotions and Difficult Situations Core Concerns Positions to Interests/ Interests to Options Techniques for responding to the diverse behaviors of the parties</p> <p>Social and Intercultural Competencies Cultural dimensions, differences, and considerations Social elements and challenges</p>	<p>General Discussion (1h15) Emotional Intelligence Exercise (30min) Getting past cultural barriers Exercise (30 min) Role-Plays on verbal and non-verbal skills (1h30) Break (15 min)</p>
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PART III- Negotiation Strategies (4 hours)			
WEEK 3- Session 2	17h - 21h	Negotiation Strategies: Building Agreement and Consensus Strategic use of Information and face saving Interest-based negotiation and position-based negotiation Options Generating and Understanding win-win solutions BATNA & WATNA	Lecture (1h) Case-Study Discussion (1h) Negotiation Role-Play with feedback (1h45) Break (15 min)
MODULE 5: THE MEDIATION PROCESS (20 hours)			
PART I- Initiation and Pre-Mediation (4 hours)			
WEEK 4- Session 1	17h - 21h	Initiating Mediation Initial Contact and Request to Mediate Intake Interview and Appointment of Mediator Mediation Rules and Forms Pre-Mediation Phase How to Prepare for Mediation: logistics, attendance, supporting documents, visual aids, agenda etc. Pre-Mediation Session: Handling expectations and fears Agreement to Mediate	General Discussion (1h15) Mediator's Preps Exercises (1h) Pre-Mediation Role-Play with feedback (1h30) Break (15 min)
PART II- Opening Phase of Mediation (4 hours)			
WEEK 4- Session 2	17h - 21h	Opening Phase of Mediation First Private Meeting/ Joint Meeting Opening Statement of Mediator Opening Statements of Parties Building Trust, Rapport, and Cooperation	General Discussion (1h) Coaching- Mastering your Opening Statement (1h20) Phase-focused Role-Play with feedback (1h25) Break (15 min)
PART III- Exploration Phase of Mediation (4 hours)			
WEEK 5- Session 1	17h - 21h	Exploration Phase of Mediation Use of Caucuses: why, how, and when Storytelling Positions, Interests and Options of Parties	General Discussion (1h) Coaching- Storytelling (45min) Phase-focused Role-Play with feedback (2h) Break (15 min)

PART IV- Negotiation Phase of Mediation (4 hours)			
WEEK 5- Session 2	17h - 21h	Negotiation Phase of Mediation Reality Testing Identifying blockages and overcoming impasse Goals and Concerns Managing offers	General Discussion (1h) Coaching- Reality Testing (45 min) Phase-focused Role-Play with feedback (2h) Break (15 min)
PART V- Concluding Phase of Mediation (4 hours)			
WEEK 6- Session 1	17h - 21h	Concluding Phase of Mediation Settlement Agreement Partial Agreement No Settlement Closure and Aftercare	General Discussion (1h) Coaching- Writing Settlement Agreement (1h25) Phase-focused Role-Play with feedback (1h20) Break (15 min)
MODULE 6: MEDIATION PRACTICE AREA- COMMERCIAL DISPUTES (4 hours)			
WEEK 6- Session 2	17h - 21h	Understanding Commercial Disputes Key Characteristics Authority and Representation of Parties Types of Commercial Disputes Legal Framework for Commercial Disputes Contractual Rights and Obligations Enforcement of Contracts Mediation Clauses	Guest Speaker (1h) Case Study Discussion (1h) Role-Play with feedback: Commercial case (1h45) Break (15 min)
MODULE 7: MEDIATION PRACTICE AREA- FAMILY DISPUTES (4 hours)			
WEEK 7- Session 1	17h - 21h	Overview of Family Disputes and Considerations Parent-Youth, Separation and Divorce, Inheritance and Elder Relationships. Legal, Religious, and Cultural Considerations	Guest Speaker (1h) Case Study Discussion (1h) Role- Play with feedback: Family case (1h45) Break (15 min)

MODULE 8: MEDIATION PRACTICE AREA- COMMUNITY DISPUTES (4 hours)

WEEK 7- Session 2	17h - 21h	<p>Overview of Community Disputes and Considerations Neighbor-neighbor, landlord-tenant, business-consumer and community wide disputes. Legal, Religious, and Cultural Considerations</p> <p>Local Authorities' Role</p>	<p>General Discussion (1h) Case Study Exercise (1h) Role-Play with feedback: Community case (1h45) Break (15 min)</p>
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MODULE 9: MEDIATION PRACTICE AREA- WORKPLACE AND EMPLOYMENT DISPUTES (4 hours)

WEEK 8- Session 1	17h - 21h	<p>Overview of Workplace Disputes and Considerations Staffs, management, clients, and boards disputes Forms of Workplace Disputes</p> <p>Addressing Work Power Imbalances</p>	<p>General Discussion (1h) Case Study Exercise (1h) Role-Play with feedback: Workplace case (1h45) Break (15 min)</p>
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MODULE 10: MEDIATION IN ANTI-CORRUPTION CONTEXT (4 hours)

WEEK 8- Session 2	17h - 21h	<p>Mediating Ani-Corruption Cases Contextual Choices and Elective Procedures</p> <p>The Role of Mediation in Anti-Corruption</p>	<p>Lecture (30 min) Discussion on real-life cases (2h) Mediation in Action: coaching and practice (1h15) Break (15 min)</p>
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MODULE 11: LEBANON LEGAL FRAMEWORK OF MEDIATION (4 hours)

WEEK 9- Session 1	17h - 21h	<p>Mediation Laws in Lebanon Judicial Mediation Law Contractual Mediation Law Mediation in other contexts within Laws</p> <p>Singapore Convention on Mediation Content, Applicability, and Obligations Enforceability of Agreements</p>	<p>Guest Speaker (1h) Case-Study Discussion (1h45) Group Practice Exercises (1h) Break (15 min)</p>
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MODULE 12: INTERNATIONAL MEDIATION FRAMEWORK (8 hours)

PART I: Framework in Mena Region (4 hours)

WEEK 9- Session 2	17h - 21h	<p>International Mediation Framework in the MENA REGION</p> <p>Overview of Mediation Legislation in the MENA region: UAE, KSA, Qatar, Kuwait, Egypt, Oman, Bahrain, Jordan, Syria, and Iraq.</p>	<p>Guest Speaker (1h30) Coaching- Video Simulations on jurisdictions (45min) Role-Play with feedback: international case in MENA Region (1h30) Break (15 min)</p>
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PART II: Framework Across Continents (4 hours)

WEEK 10- Session 1	17h - 21h	<p>International Mediation Framework across Continents</p> <p>Overview of Mediation Legislation in</p> <ul style="list-style-type: none"> - Europe (UK, France, Italy etc.) - America (USA, Canada, Mexico etc.) - Oceania (Australia) - Asia (Singapore, China, Japan etc.) 	<p>Guest Speaker (1h30) Coaching- Video Simulations on jurisdictions (45min) Role-Play with feedback- international case in UK (1h30) Break (15 min)</p>
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MODULE 13: CROSS-BORDERS DISPUTES (4 hours)

WEEK 10- Session 2	17h - 21h	<p>Handling Cross-Border Disputes Types and Sources of Cross-Borders Disputes Technology and ODR</p> <p>Conflicts of Laws Common Law vs. Civil Law vs. Sharia Law Jurisdictions and Challenges</p>	<p>General Discussion (2h) Coaching- ODR focused (1h) Exercises on conflicts of Laws (45 min) Break (15 min)</p>
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MODULE 14: CHALLENGES AND CONTEXTS IN MEDIATION (4 hours)

WEEK 11- Session 1	17h - 21h	<p>Challenges in Mediation Communication breakdown/ power imbalances/ emotional escalation/ Lack of trust Stalemate on agenda/ resistance to collaboration/ impasse on issue/ lack of commitment Inadequate info sharing/ legal obstacles/ external influences/ personal attacks</p> <p>Multi-Issues Mediation</p>	<p>General Discussion (1h30) Getting past challenges Exercise (45 min) Role-Play with feedback: multi-Issue (1h30) Break (15 min)</p>
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MODULE 15: MULTI-PARTY MEDIATION (4 hours)			
WEEK 11- Session 2	17h - 21h	Pre-Mediation Caucuses Multiparty Mediation Parameters Legitimacy and Representation Facilities Strategies	Case Study Discussion (1h45) Role-Play with feedback: multi-Party (2h) Break (15 min)
MODULE 16: INNOVATION IN MEDIATION (4 hours)			
WEEK 12- Session 1	17h - 21h	Mediation Protocols Online and In-person protocols Model Agreements Mediation Partnerships Mediation Support Units	Exercise: Creating a Mediation Toolkit (1h30) Role-Play: How can a mediator innovate in mediation? (2h15) Break (15 min)
MODULE 17: MEDIATION ETHICS AND PROFESSIONALISM (4 hours)			
WEEK 12- Session 2	17h - 21h	Legal and Ethical Considerations Professional Standards and Responsibilities Conflict of Interests: past, during, and post mediation Ethical pitfalls and Best Practices Mediation Checklist and Reflection on most common mistakes Moving Forward in Mediation Continuing Education Requirements/ Panels of Mediators	General and Case Study Discussion (1h25) Ethical Dilemma Exercises (1h20) Quiz and Challenge (1h) Break (15 min)
MODULE 18: MEDIATION ASSESSMENT PREPARATION (13 hours)			
WEEK 13- Sessions 1&2	14h30- 21h	Role-Plays with feedback Peer Assessment/ Self-Assessment	Final Discussion/Review of Materials (2h each session) Practice and Coaching (4h each session) Break (30 min each session)
Week 14- FINAL MEDIATION ASSESSMENT (1 hour)			
Mediation Assessment of candidate (1h)			