

Day 1	Topic	Minutes	Explanations
8:30	Registration		
9:00	Welcome and Introductions	15	Discussion as to why everyone is doing mediation course
9:15	Roleplay: Understanding own emotions around conflict	30	Roleplay
9:45	Discussion on experience of Roleplay (each group shares experience)	15	Discussion on flight/fight / freeze response and the feelings the mediators and parties felt
10	Introduction to Conflict Theory lecture	30	Lecture
10:30	Other's Shoes Exercise: Every Pair is given a small scenario (e.g., a workplace disagreement or business partners conflict) and role-play it from opposing perspectives. After a few minutes, they swap roles and repeat. This helps in gaining emotional intelligence and perspective as well as communication skills (active listening, body language, listening blocks etc)	40	Exercise and Discussion
11:10	Introduction to the Principles of Mediation Introduction to Stages of Mediation	30	Lecture
11:40	Exercise: Find the Breach of Principles Small Scenarios are presented to the class where they must identify whether the mediator breached the principles of mediation, and what errors if any he made. And what he/she could have done instead.	30	Exercise and discussion
12:10 -12:25	Tea Break		
12:25	Discussion on Role of Mediator	20	Tutor led Discussion
12:45	Pre-mediation and Opening a Mediation	25	Lecture
1:10	Discussion on Communication skills (Building rapport, a safe welcoming space, body language etc, first impressions and behaviour of mediator)	35	Group Discussion
1:45-2:30	Lunch		
2:30	Roleplays debrief	15	Roleplay

2:45	Roleplay 1: Opening Stage (each mediator gets 20 mins, groups of 3)	60	Roleplay
3:45	Feedback	15	Feedback
4:00	Communication Skills Exercise: Scenario based interviews to help with questioning, interview bias, active listening, non-verbal body language etc	60	Exercise
5:00	Feedback and Discussion on the Skills exercise	30	Discussion
5:30	Ethics of Mediation: International Standards and practice	30	Discussion on pre-reading
6:00	Day end		
	Total Hours	8 hours	

Day 2

8:45am	Reporting time		
9:00am	Recap Day 1	15	Tutor led Discussion
9:15am	Stages of Mediation: Info Gathering A& B	60	Lecture
10:15am	Communication skills exercise: Identifying Listening Blocks	20 10	Exercise and Discussion
10:45	Roleplay Debriefing	15	Roleplay
11:00	Roleplays 1: Opening & Information gathering	45 15	Roleplay Feedback
12:15-12:30	Tea Break		
12:30	Roleplay2 Debriefing Roleplay 2 Opening & Information gathering	15 45	Roleplay
1:30	Feedback	15	Roleplay
1:45-2:30	Lunch		
2:30	Roleplay3 Debriefing Roleplay 3 Opening & Information gathering	15 45	Roleplay
3:30	Feedback	15	Roleplay
3:45	Exercise: Formulating different types of questions, in accordance with different scenarios	30	Exercise
4:15-5	Discussions and demonstrations of Information gathering skills: active listening, rapport, trust, questioning, reframing, rephrasing, prioritizing, SCARF model in given role plays.	45	Discussion
5:00	Exercise: Summarizing, Paraphrasing, Reflecting	30	Exercise
5:30	Q& A session for student's questions	30	Discussion
6:00	Demonstration of mediation by Tutors	60	Discussion
7:00	Day end		
	Total	9 hours	

Day 3

8:45	Reporting time		
9:00	Recap Day 2	15	Tutor led Discussion
9:15	Negotiation Strategies, reality testing and Communication skills	30	Lecture
9:45	Overcoming Impasse and Deadlocks	15	Lecture
10:00	Roleplay 4 Debrief	15	Roleplay
10:15	Role-play 4 (Information gathering and Negotiation)	60	Roleplay
11:15	Feedback	15	Roleplay
11:30 – 11:45	Tea Break		
11:45	Video: "Getting to Yes" by William Ury Video: Negotiation tactics demonstrated (Videos followed by discussions)	60	Tutor led Discussion
12:45	Closing a Mediation	15	Lecture
1:00	Legal Frame of Mediation in Pakistan	15	Lecture
1:15-2:00	Lunch		
2:00	Roleplay 4 (Information gathering and Negotiation)	60	Roleplay
3:00	Feedback	15	Feedback
3:15	Roleplay 4 (Information gathering and Negotiation)	60	Roleplay
4:15	Feedback	15	Feedback
4:30	Cross-cultural Considerations in Mediation	15 15	Lecture Discussion
5:00	Exercise: Negotiations in pairs in given scenarios to understand their negotiation styles	30	Exercise
5:30	Thomas Kilmann Negotiation styles	30	Tutor led Discussion
6:30	De-briefing Competency Criteria and assessment structure	30	Lecture
7:00	Day end		
	Total	9 hours	

Day 4

8:45	Reporting time		
9:00	Recap Day 3	15	Tutor led discussion
9:15	Roleplay 5 (all stages)	75	Roleplay
10:30	Feedback	15	Feedback
10:45	Roleplay 5	75	Roleplay
12:00	Feedback	15	Feedback
12:10-12:30	Tea Break		
12:30	Roleplay 5 + feedback	75	Roleplay
2pm-2:45	Lunch		
2:45	Roleplay 6	75	Roleplay
4:00	Roleplay 6	75	Roleplay
5:15	Roleplay 6	75	Roleplay
6:30	Collective feedback	15	feedback
6:45	Handing out Mock assessment and assessment roleplays and debriefing	15	Lecture
7:00	Day end		
	Total	9 Hours	

Day 5

8:45	Reporting time		
9:00	Recapitulation of Key Learnings	30	Lecture
9:30	Q&A Session and discussions	30	Discussion
10:00	Mock Assessment De-briefing	5	Roleplay
10:05	Mock Roleplay	75	Roleplay
11:20	Break		
11:30	Mock Roleplay	75	Roleplay
12:45	Break		
1:00	Mock Roleplay	75	Roleplay
2:15	Working tea Break (Assessment reading and prep time)	15	
2:30	Assessment: Roleplay Recording	75	Roleplay
3:45	Break		
4:00	Assessment: Roleplay Recording	75	Roleplay
5:15	Break		
5:30	Assessment: Roleplay Recording	75	Roleplay
6:45	Break	15	
7:00	Written Assignment de-briefing and closing	30	Discussion
	Total	9 hours	

Total Hours

- **Day 1:** 8 hours
 - **Day 2:** 9 hours
 - **Day 3:** 9 hours
 - **Day 4:** 9 hours
 - **Day 5:** 9 hours
- Total: 44 hours (2640 Minutes)**

Lectures

- **Day 1:** 1 hour 25 mins
 - **Day 2:** 1 hour
 - **Day 3:** 2 hours
 - **Day 4:** 15 mins
 - **Day 5:** 30 mins
- Total: 5 hours 10 mins**
- **= 310 Minutes**
 - **Percentage: $310/2640 \times 100 = 11.74\%$**

Exercises and Discussions

- **Day 1:** 4 hours 35 mins
 - **Day 2:** 4 hours
 - **Day 3:** 2 hours 30 mins
 - **Day 4:** 15 mins
 - **Day 5:** 1 hour
- Total: 12 hours 20 minutes**
- **=740 Minutes**
 - **Percentage: $740/2640 \times 100 = 28.03\%$**

Roleplays and Feedback

- **Day 1:** 1 hour 45 mins
 - **Day 2:** 3 hours 45 Mins
 - **Day 3:** 4 hours
 - **Day 4:** 8 hours 15 mins
 - **Day 5:** 7 hours 35 mins
- Total: 25 hours 20 minutes**
- **=1590 Minutes**

Percentage: $1590/2640 \times 100 = 57.57\%$