

## Title of the Course

### Agenda

#### Venue and Date

Start	End	Start	End	Duration	Topic / Session	Trainers:	Role Play Requirements / Notes
<b>DAY ONE</b>							
8:30 AM	9:00 AM	8:30 AM	9:00 AM	0:30	Arrival , Registration and Distribution of Materials		
		9:00 AM	9:15 AM	0:15	Welcome, Tilawat and Faculty Introductions		
		9:15 AM	9:35 AM	0:20	Introduction to the course and Course Management	Theory	
		9:35 AM	10:05 AM	0:30	Taste of Mediation and getting to know each other exercise	Theory / interactive	
		10:05 AM	10:25 AM	0:20	Dispute Resolution Landscape	Theory	
		10:25 AM	10:55 AM	0:30	Understanding Different Type of Conflicts	Theory	
10:55 AM	11:10 AM	10:55 AM	11:10 AM	0:15	Tea Break		
		11:10AM	11:40 AM	0:30	Introduction to the Phases of Mediation		
		11:40 AM	11:55 AM	0:15	Preparation Phase	Theory / interactive	
		11:55 AM	12:35 PM	0:40	Opening Phase with Demo	Theory / Demo by Faculty	
		12:35 PM	1:05 PM	0:30	Exploration Phase	Theory/ Demo by Faculty	
12:35 PM	1:40 PM	1:05 PM	2:10 PM	1:05	Lunch and Namaz Break		
		2:10 PM	3:00 PM	0:50	Active Listening: Verbal Communication	Theory / Exercise	
		3:00 PM	3:30 PM	0:30	Approach to Negotiations - Positional Vs Interest Based	Theory	
		3:30 PM	4:00 PM	0:30	How to conduct Private Meetings and Exploration (Demo)	Theory / Demo by Faculty	
		4:00 PM	4:20 PM	0:20	Rules of Role Play including giving/receiving Feedback and Groupings etc	Theory	
		4:20 PM	4:40 PM	0:20	Running Tea and Preparation for Role Play		
		4:40 PM	5:40 PM	1:00	Role Play 1 - Apartment of Broken Trust, Practice by Trainees	Role Play	
5:40 PM	6:00 PM	5:40 PM	6:00 PM	0:20	Group De-Brief of Role Play	Theory	
		6:00 PM	6:20 PM	0:20	Review of Day 1, Topics for Day 2 and Evaluation Forms		
		6:20 PM			Close of day		
<b>DAY TWO</b>							
9:00 AM		9:00 AM	9:15 AM	0:15	Reflections from Day 1, Topics Board and Overview of Day 2	Theory/interactive	
		9:15 AM	10:05 AM	0:50	Active Listening: Non-Verbal Communication (with exercise)	Theory	
		10:05 AM	10:45 AM	0:40	Information Exchange with Demo	Theory / Demo by faculty	
10:45 AM	11:00 AM	10:45 AM	11:00 AM	0:15	Break		
		11:00 AM	11:15 AM	0:15	Process Components- Joint Meetings	Theory/Exercise	
		11:15 AM	11:45 AM	0:30	Joint Meetings - Fish Bowl Exercise	Theory/Fishbowl	
		11:45 AM	12:10 PM	0:25	Bargaining Phase	Theory/interactive	
		12:10 PM	1:10 PM	1:00	Negotiations with Demo	Theory/ Demo by faculty	
1:10 PM	2:10 PM	1:10 PM	2:10 PM	1:00	Lunch and Namaz Break		
		2:10 PM	2:25 PM	0:15	Process Components - Co-Mediation	Theory	
		2:25 PM	3:05 PM	0:40	Facilitating the Making of Offers with exercise	Theory / Excercise	
		3:05 PM	3:30 PM	0:25	Difficult Situations in Mediation - Reluctant Parties	Theory	
		3:30 PM	3:55 PM	0:25	Difficult Situations in Mediation - Dealing with Emotions	Theory	
3:55 PM	4:15 PM	3:55 PM	4:15 PM	0:20	Running Tea and Preparation for Role Play		
		4:15 PM	4:25 PM	0:10	Pilgrimage Peril : Introduction to the Role Play and Preparation		
		4:25 PM	5:25 PM	1:00	Role Play 2 - Pilgrimage Peril	Role Play	
		5:25 PM	5:40 PM	0:15	Debrief of Role Play 2	Debrief	
		5:40 PM	6:10 PM	0:30	Review of Day 2, Topics Board, Preview of Day 3 and Evaluations	Debrief	
		6:10 PM			Close of Day		
<b>DAY THREE</b>							
9:00 AM		9:00 AM	9:15 AM	0:15	Reflection from Day 2, Topics board and Overview of Day 3	Theory/ inactive	
		9:15 AM	9:30 AM	0:15	Essential Skills of a Mediator	Theory	
		9:30 AM	9:50 AM	0:20	Difficult situations in Mediation - Dealing with Lawyers	Theory/exercise	
		9:50 AM	10:10 AM	0:20	Mediator Style and Approaches	Theory	
		10:10 AM	10:30 AM	0:20	Process Components - Use of Flip charts or other Recording devices	Theory	
10:30 AM	10:45 AM	10:30 AM	10:45 AM	0:15	Break		
		10:45 AM	11:35 AM	0:50	Managing Deadlocks with Exercise (Bus Stop)	Theory/exercise	
		11:35 AM	12:15 PM	0:20	Ethics in Mediation	Theory	
		12:15 PM	12:55 PM	0:40	Difficult situations in Mediation - Power Imbalances with Exercise	Theory/ Exercise	
		12:55 PM	1:20 PM	0:25	Introduction to Legislation on Mediation in Pakistan	Theory	
1:20 PM	2:20 PM	1:20 PM	2:20 PM	1:00	Lunch and Namaz Break		
		2:20 PM	3:15 PM	0:55	Phase Five- Concluding phase with Drafting of MSA Exercise	Theory/exercise	
		3:15 PM	3:35 PM	0:40	Key Skills required for each stage of Mediation	Theory	
		3:35 PM	3:45 PM	0:10	Introduction to the Role Play and Preparation	Theory	

3:45 PM	4:05 PM	3:45 PM	4:05 PM	0:20 Runniong Tea and Preparation for Role Play		
		4:05 PM	5:05 PM	1:00 Role Play 3:		Role play
		5:05 PM	5:20 PM	0:15 Debrief of Role Play 3 - xxxxxxxx		Debrief
		5:20 PM	5:50 PM	0:30 Review of Day 3, Topics Board, Preview of Day 4 and Evaluations		
			5:50 PM	Close of Day		

## DAY FOUR

9:00 AM		9:00 AM	9:10 AM	0:10 Reflections from Day 3, Topics Board and Overview of Day 4		Theory/interactive
		9:10 AM	9:15 AM	0:05 Transition for Role Play:		
		9:15 AM	10:05 AM	0:50 Role Play: Divided We Fall - Round 1: Mediator A		Role play / Coaching
		10:05 AM	10:55 AM	0:50 Role Play: Divided We Fall - Round 1: Mediator B		Role Play/Coaching
10:55 AM	11:05 AM	10:55 AM	11:05 AM	0:10 Morning Break		
		11:05 AM	11:45 AM	0:40 Reading Time for Round 2 / Mediator A & B Feedback		
		11:45 AM	11:50 AM	0:05 Transition for Role Play: Divided We Fall - Round 2		Role play / Coaching
		11:50 AM	12:40 PM	0:50 Role Play: Divided We Fall - Round 2: Mediator A		
		12:40 PM	1:30 PM	0:50 Role Play: Divided We Fall - Round 2: Mediator B		Role Play/Coaching
1:30 PM	2:00 PM	1:30 PM	2:00 PM	0:30 Lunch		
		2:00 PM	3:00 PM	1:00 Reading Time for Round 3 / Mediator A and B Feedback		
		3:00 PM	3:05 PM	0:05 Transition for Role Play: Divided We Fall - Round 3		Role Play / Coaching
		3:05 PM	3:55 PM	0:50 Role Play: Divided We Fall - Round 3: Mediator A		
		3:55 PM	4:45 PM	0:50 Role Play: Divided We Fall - Round 3: Mediator B		Role play Coaching
4:45 PM	4:55 PM	4:45 PM	4:55 PM	0:10 Afternoon Break		
		4:55 PM	5:25 PM	0:30 Mediator A and B Feedback		
		5:25 PM	5:40 PM	0:15 Debrief - Role Play 4 - Divided We Fall		
		5:40 PM	5:45 PM	0:05 Plenary and Closing Summary		
		5:45 PM	6:00 PM	0:15 Preview of Day 5, Evaluations		
6:00 PM		6:00 PM		Close of Day		

## DAY FIVE

9:00 AM		9:00 AM	9:10 AM	0:10 Reflections from Day 4, Topics Board and Overview of Day 5		
		9:10 AM	9:20 AM	0:10 Opening and Plenary		
		9:20 AM	9:50 AM	0:30 Mediator competencies and Evaluation Criteria		
		9:50 AM	9:55 AM	0:05 Reminder of the Structure of the Day		
		9:55 AM	10:00 AM	0:05 Transition for Role Play: Toxic Tango		
		10:00 AM	10:50 AM	0:50 Role Play: Toxic Tango - Mediator A		
		10:50 AM	11:40 AM	0:50 Role Play: Toxic Tango - Mediator B		
11:40 AM	11:50 AM	11:40 AM	11:50 AM	0:10 Morning Break		
		11:50 AM	12:10 PM	0:20 Reading Time / Mediator A & B Feedback		
		12:10 PM	12:15 PM	0:05 Transition for Role Play: Toxic Tango		
		12:15 PM	1:05 PM	0:50 Role Play: Toxic Tango Mediator A		
		1:05 PM	1:55 PM	0:50 Role Play: Toxic Tango: Mediator B		
1:55 PM	2:25 PM	1:55 PM	2:25 PM	0:30 Working Lunch		
		2:25 PM	2:55 PM	0:30 Reading Time / Mediator A and B Feedback		
		2:55 PM	3:00 PM	0:05 Transition for Role Play: Toxic Tango		
		3:00 PM	3:50 PM	0:50 Role Play: Toxic Tango- Mediator A		
		3:50 PM	4:40 PM	0:50 Role Play: Toxic Tango- Mediator B		
4:15 PM	4:45 PM	4:40 PM	4:50 PM	0:10 Afternoon Break		
		4:50 PM	5:10 PM	0:20 Mediator A and B Feedback		
		5:10 PM	6:30 PM	1:20 Closing Plenary / What Happens Next / Evaluations/Assignment		
6:30 PM		6:30 PM		Close of Day		