

WORKPLACE MEDIATION TRAINING COURSE

COURSE PROGRAMME

All days are 9am start and 6pm finish. There are breaks mid-morning and mid afternoon for 15 minutes, and lunch is around 1.15pm for half an hour.

DAY 1

The teaching is front loaded so Day 1 is all lectures with interactive discussions and there are exercises where indicated.

1. Welcome – 20 minutes

- 1.1.Registration
- 1.2.Introductions of trainers and delegates
- 1.3.Introduction to the course
- 1.4.Ethos of mediation

2. Theory of Conflict – 1h30

- 2.1.What is conflict and the escalation of conflict
- 2.2.Causes of conflict: The challenges of the modern workplace **exercise**
- 2.3.Causes of conflict: Perceptions and Attribution theory
- 2.4.Causes of conflict: Moore Circle of Conflict
- 2.5.The effect of conflict: behaviour (Amygdala Hijack)
- 2.6.The effect of conflict: responses (Thomas Killman) **exercise - questionnaire**
- 2.7.The effect of conflict in the workplace: the cost (financial/human) **exercise**

3. Mediation Theory 1 – 1h15

- 3.1.What is workplace mediation (cf employment mediation)
- 3.2.Principles of mediation
- 3.3.The Mediator's role, including IMI registration and co-mediation
- 3.4.What to mediate – typical cases and where to exercise caution
- 3.5.Advantages and disadvantages of mediation

4. Mediation Theory 2 - 1h25

4.1.Negotiation exercise



4.2.Positions vs Interests

4.3.Positional bargaining vs Principled negotiation

4.4.Relevance to mediator and dealing with different styles

4.5.**Consolidation exercise**

5. Mediator Skills 1 – 1h30

5.1.Body language and exercise

5.2.Active Listening

5.2.1. The role/importance of AL

5.2.2. Demonstrating you've listened

5.2.3. **Exercise** in listening and absorbing information

5.3.Obtaining Information

5.3.1. Open questions

5.3.2. Acquiring detail

5.3.3. Keeping it simple

6. Mediator Skills 2 – 1h30

6.1.Reframing

6.2.Mirroring

6.3.Process Opinion

6.4.Normalise

6.5.The other party's shoes

6.6.Reality testing

6.7.Language

6.8.Emotions

6.9.**Consolidation exercise**

7. Conclusion – 30 minutes

7.1.Review of day

7.2.Q&A

7.3.Homework

DAY 2

The ethos for days 2 and 3 are teach, demo, practice.

8. Welcome – 15 minutes

- 8.1. Review of Day 1
- 8.2. Q&A
- 8.3. Homework check

9. Structure of a Workplace Mediation – 10 min talk

10. Pre-Mediation work – 20 min talk

- 10.1.1. Pre-mediation Contact
- 10.1.2. Preparation

11. Initial Meetings with the Participants – 1h30 lecture and interactive discussion

- 11.1.1. Confidentiality
- 11.1.2. Explaining mediation and mediator's role
- 11.1.3. Rapport building
- 11.1.4. Exploring their perspective of the dispute
- 11.1.5. Exploring what they want to achieve
- 11.1.6. Prepare participant for Joint

12. Mediation Practice – Initial Meetings

- 12.1. Demo and discussion – **30 mins**
- 12.2. Role Play Practice 1 – **1 hour**
- 12.3. Feedback – **15 mins**
- 12.4. Role Play Practice 2 – **1 hour**
- 12.5. Feedback – **15 mins**
- 12.6. Role Play Practice 3 – **1 hour**
- 12.7. Feedback – **15 mins**

13. Preparing for Joint – 1 hour lecture

13.1. Arrangements – venue and timing



13.2. Consider the Issues

13.3. Agreement to Mediate

13.4. Consider Power Imbalance

13.5. Skills reminder

14. Conclusion – 30 minutes

14.1. Review of day

14.2. Q&A

14.3. Homework



DAY 3

15. Welcome – 15 minutes

15.1. Review of Day 1

15.2. Q&A

15.3. Homework check

16. The Joint Meeting

16.1. Mediator's Opening Statement **15 mins**

16.2. Demo and discussions **15 mins**

16.3. Practice and feedback **25 mins**

Lecture (30 mins) on:

16.4. Participants Opening Remarks

16.5. Agenda setting

16.6. Working through the Issues

16.7. Generating Options and future focus

16.8. Individual Check Ins?

17. Mediation Practice – Joint

17.1. Demo and discussions **30 mins**

17.2. Role Play Practice 1 **1h**

17.3. Feedback **15mins**

17.4. Role Play Practice 2 **1h**

17.5. Feedback **15 mins**

17.6. Role Play Practice 3 **1h**

17.7. Feedback **15 mins**

18. Heads of Agreement – lecture 1 h

18.1. Record agreements as they happen

18.2. Record conciliatory gestures and positive comments

18.3. Practicalities and Contingencies

18.4. Drafting

18.5. Sharing?

18.6. Practice

19. Review? 15 mins



19.1. Whether, and when

19.2. How

20. Assessment criteria (explanation) 20 mins

20.1. Preparation for Mock

21. Conclusion – 30 minutes

21.1. Review of day

21.2. Q&A

21.3. Homework

DAY 4

22. Mock

22.1. Welcome **15 mins**

22.2. Review of main skills and structure **30 mins**

22.3. Final preparation **15 mins**

22.4. Full run through with full feedback **6h30**

22.5. Preparation for assessment **30 mins**

DAY 5

23.Assessment

23.1. Independently assessed **8h**

(Whole day practice)