

Mediation and Conciliation Training Programme

MCTP Agenda

City (Country), Date

Trainers:

| Start | End | Start | End | Duration | Topic / Session | Trainer | Role Play Requirements / Notes | Format of Topic |
|----------------|----------|----------|----------|----------|--|--------------------|---|---------------------------------|
| DAY ONE | | | | | | | | |
| 9:00 AM | | 8:30 AM | 9:00 AM | 0:30 | Arrival and Registration | NCAB Chair and SAM | | |
| | | 9:00 AM | 9:15 AM | 0:15 | Welcome and Faculty Introductions | | | Lecture |
| | | 9:15 AM | 9:35 AM | 0:20 | Introductions to the Course | | | Lecture |
| | | 9:35 AM | 9:55 AM | 0:20 | Participant Introductions | | | Exercise |
| | | 9:55 AM | 10:15 AM | 0:20 | Dividing Diamonds | | | Exercise |
| | | 10:15 AM | 10:45 AM | 0:30 | Introduction to Dispute Resolution | | | Lecture |
| 10:45 AM | 11:00 AM | 10:45 AM | 11:00 AM | 0:15 | Morning Break | | | |
| | | 11:00 AM | 11:20 AM | 0:20 | Approaches to Negotiation: Positional vs. Interest-based Negotiation | | | Lecture |
| | | 11:20 AM | 11:35 AM | 0:15 | Core Competencies of an Effective Mediator | | | Lecture |
| | | 11:35 AM | 11:50 AM | 0:15 | Introduction to the Phases of Mediation | | | Lecture |
| | | 11:50 AM | 12:00 PM | 0:10 | Phase One: The Preparation Phase | | | Lecture |
| | | 12:00 PM | 1:00 PM | 1:00 | Phase Two: The Opening Phase | | Mediator (), Kabir (), Shameela (), Scribe () | Lecture, Exercise, Faculty Demo |
| 1:00 PM | 2:00 PM | 1:00 PM | 2:00 PM | 1:00 | Lunch | | | |
| | | 2:00 PM | 2:20 PM | 0:20 | Phase Three: The Exploration Phase - Positions and Interests | | | Lecture, Exercise |
| | | 2:20 PM | 3:30 PM | 1:10 | Active Listening: Verbal Communication | | Trainer 1 (), Trainer 2 () | Lecture, Exercise, Faculty Demo |
| | | 3:30 PM | 4:30 PM | 1:00 | What and How to Explore in Private Meetings | | Mediator (), Shameela () | Lecture, Faculty Demo |
| 4:30 PM | 4:45 PM | 4:30 PM | 4:45 PM | 0:15 | Afternoon Break | | | |
| | | 4:45 PM | 4:50 PM | 0:05 | Giving and Receiving Feedback | | | Lecture |
| | | 4:50 PM | 5:00 PM | 0:10 | The Atlanta Affair - Introduction to the Role Play and Preparation | | | Role Play |
| | | 5:00 PM | 6:00 PM | 1:00 | Role Play 1 - The Atlanta Affair | | | Role Play |
| | | 6:00 PM | 6:10 PM | 0:10 | Group Feedback to the Mediator | | | Role Play |
| | | 6:10 PM | 6:30 PM | 0:20 | Debrief of Role Play 1 - The Atlanta Affair | | | Facilitation |
| | | 6:30 PM | 7:00 PM | 0:30 | Topics Board, Preview of Day 2 and Evaluations | | | Facilitation |
| | | 7:00 PM | | | Close of day | | | |
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| DAY TWO | | | | | | | | |
| 9:00 AM | | 9:00 AM | 9:15 AM | 0:15 | Reflections from Day 1, Topics Board and Overview of Day 2 | | | Facilitation |
| | | 9:15 AM | 9:25 AM | 0:10 | Pop Quiz | | | Facilitation |
| | | 9:25 AM | 9:55 AM | 0:30 | Active Listening: Non-Verbal Communication | | | Lecture, Exercise |
| | | 9:55 AM | 10:45 AM | 0:50 | Information Exchange | | Mediator (), Kabir () | Lecture, Faculty Demo, Exercise |
| 10:45 AM | 11:00 AM | 10:45 AM | 11:00 AM | 0:15 | Morning Break | | | |
| | | 11:00 AM | 11:35 AM | 0:35 | Joint Meetings | | Fishbowl Demo: Mediator (Participant), Kabir (), Shameela () Faculty Demo #1: Mediator (), Shameela () Faculty Demo #2: Mediator (), Kabir (), Shameela () | Lecture, Faculty Demo |
| | | 11:35 AM | 11:50 AM | 0:15 | Tips for Using the Flip Chart | | | Facilitation |
| | | 11:50 AM | 12:30 PM | 0:40 | Co-mediation | | | Facilitation, Exercise |
| | | 12:30 PM | 1:30 PM | 1:00 | Lunch | | | |
| 12:30 PM | 1:30 PM | 1:30 PM | 2:40 PM | 1:10 | Phase Four: The Bargaining Phase | | | Lecture, Exercise |
| | | 2:40 PM | 3:30 PM | 0:50 | Facilitating the Making of Offers | | | Lecture, Exercise |
| 3:30 PM | 3:45 PM | 3:30 PM | 3:45 PM | 0:15 | Afternoon Break | | | |
| | | 3:45 PM | 4:25 PM | 0:40 | Working with Emotions | | Mediator (), Fatima () | Lecture, Faculty Demo, Exercise |
| | | 4:25 PM | 4:35 PM | 0:10 | I Want My Freedom: Introduction to the Role Play and Preparation | | | Role Play |
| | | 4:35 PM | 5:35 PM | 1:00 | Role Play 2 - I Want My Freedom | | | Role Play |
| | | 5:35 PM | 5:45 PM | 0:10 | Group Feedback to the Mediator | | | Role Play |
| | | 5:45 PM | 6:00 PM | 0:15 | Debrief of Role Play 2 - I Want My Freedom | | | Facilitation |
| | | 6:00 PM | 6:30 PM | 0:30 | Topics Board, Preview of Day 3 and Evaluations | | | Facilitation |
| | | 6:30 PM | | | Close of Day | | | |
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| DAY THREE | | | | | | | | |
| 9:00 AM | | 9:00 AM | 9:15 AM | 0:15 | Reflection from Day 2, Topics board and Overview of Day 3 | | | Facilitation |
| | | 9:15 AM | 9:30 AM | 0:15 | Pop Quiz | | | Facilitation |
| | | 9:30 AM | 10:15 AM | 0:45 | Managing Power Imbalances | | | Lecture, Exercise |
| | | 10:15 AM | 10:55 AM | 0:40 | When the Going Gets Tough: Managing Apparent Deadlock | | | Lecture, Exercise |
| 10:55 AM | 11:10 AM | 10:55 AM | 11:10 AM | 0:15 | Morning Break | | | |
| | | 11:10 AM | 12:00 PM | 0:50 | Assessing Alternatives to Not Settling and Doubt Creation | | Mediator (), Kabir () | Lecture, Faculty Demo, Exercise |
| 1:00 PM | 2:00 PM | 12:00 PM | 1:00 PM | 1:00 | Ethical Underpinnings of ADR in Islam | | | Lecture, Exercise |
| | | 1:00 PM | 2:00 PM | 1:00 | Lunch | | | |
| | | 2:00 PM | 2:30 PM | 0:30 | Working with Lawyers | | Fishbowl Demo: Mediator (Participant), Kabir (), Lawyer () | Lecture, Faculty Demo |
| | | 2:30 PM | 3:20 PM | 0:50 | Mediator Ethical and Legal Obligations | | | Lecture, Exercise |
| 3:55 PM | 4:10 PM | 3:20 PM | 3:55 PM | 0:35 | Phase Five: The Concluding Phase | | | Lecture, Exercise |
| | | 3:55 PM | 4:10 PM | 0:15 | Afternoon Break | | | |
| | | 4:10 PM | 4:20 PM | 0:10 | Partner or Opponent - Introduction to the Role Play and Preparation | | | Role Play |
| | | 4:20 PM | 5:20 PM | 1:00 | Role Play 3: Partner or Opponent | | | Role Play |
| 6:15 PM | | 5:20 PM | 5:30 PM | 0:10 | Group Feedback to the Mediator | | | Role Play |
| | | 5:30 PM | 5:45 PM | 0:15 | Debrief of Role Play 3 - Partner or Opponent | | | Facilitation |
| | | 5:45 PM | 6:15 PM | 0:30 | Topics Board, Preview of Day 4 and Evaluations | | | Facilitation |
| | | 6:15 PM | | | Close of Day | | | |

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| DAY FOUR | | | | | | | | |
| 9:00 AM | | 9:00 AM | 9:10 AM | 0:10 | Reflections from Day 3, Topics Board and Overview of Day 4 | | | Facilitation |
| | | 9:10 AM | 9:15 AM | 0:05 | Transition for Role Play: Big Bang Mumbai - Round 1 | | | Role Play |
| | | 9:15 AM | 10:05 AM | 0:50 | Role Play: Big Bang Mumbai - Round 1: Mediator A | | | Role Play |
| | | 10:05 AM | 10:55 AM | 0:50 | Role Play: Big Bang Mumbai - Round 1: Mediator B | | | Role Play |
| 10:55 AM | 11:45 AM | Morning Break (20 min) / Reading Time for Round 2 / Mediator A & B Feedback | | | | | | |
| | | 11:45 AM | 11:50 AM | 0:05 | Transition for Role Play: Big Bang Mumbai - Round 2 | | | Role Play |
| | | 11:50 AM | 12:40 PM | 0:50 | Role Play: Big Bang Mumbai - Round 2: Mediator A | | | Role Play |
| | | 12:40 PM | 1:30 PM | 0:50 | Role Play: Big Bang Mumbai - Round 2: Mediator B | | | Role Play |
| 1:30 PM | 3:00 PM | Lunch (60 min) / Reading Time for Round 3 / Mediator A and B Feedback | | | | | | |
| | | 3:00 PM | 3:05 PM | 0:05 | Transition for Role Play: Big Bang Mumbai - Round 3 | | | Role Play |
| | | 3:05 PM | 3:55 PM | 0:50 | Role Play: Big Bang Mumbai - Round 3: Mediator A | | | Role Play |
| | | 3:55 PM | 4:45 PM | 0:50 | Role Play: Big Bang Mumbai - Round 3: Mediator B | | | Role Play |
| 4:45 PM | 5:25 PM | Afternoon Break (20 min) / Mediator A and B Feedback | | | | | | |
| | | 5:25 PM | 5:40 PM | 0:15 | Debrief - Role Play 4 - Big Bang Mumbai | | | Facilitation |
| | | 5:40 PM | 5:45 PM | 0:05 | Plenary and Closing Summary | | | Facilitation |
| | | 5:45 PM | 6:15 PM | 0:30 | Preview of Day 5, Evaluations | | | Lecture |
| 6:15 PM | | 6:15 PM | | | Close of Day | | | |

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| DAY FIVE | | | | | | | | |
| 9:00 AM | | 9:00 AM | 9:15 AM | 0:15 | Reflections from Day 4, Topics Board and Overview of Day 5 | | | Facilitation |
| | | 9:15 AM | 9:30 AM | 0:15 | Opening and Plenary | | | Facilitation |
| | | 9:30 AM | 9:45 AM | 0:15 | 3-2-1- Exercise | | | Facilitation |
| | | 9:45 AM | 9:55 AM | 0:10 | Reminder of the Structure of the Day | | | Facilitation |
| | | 9:55 AM | 10:00 AM | 0:05 | Transition for Role Play: Syria House | | | Role Play |
| | | 10:00 AM | 10:50 AM | 0:50 | Role Play: Syria House - Mediator A | | | Role Play |
| | | 10:50 AM | 11:40 AM | 0:50 | Role Play: Syria House - Mediator B | | | Role Play |
| 11:40 AM | 12:10 PM | 11:40 AM | 12:10 PM | 0:30 | Morning Break (10 min) / Reading Time / Mediator A & B Feedback | | | |
| | | 12:10 PM | 12:15 PM | 0:05 | Transition for Role Play: First Class Fotos | | | Role Play |
| | | 12:15 PM | 1:05 PM | 0:50 | Role Play: First Class Fotos: Mediator A | | | Role Play |
| 1:55 PM | 2:55 PM | 1:05 PM | 1:55 PM | 0:50 | Role Play: First Class Fotos: Mediator B | | | Role Play |
| | | 1:55 PM | 2:55 PM | 1:00 | Lunch (30 min) / Reading Time / Mediator A and B Feedback | | | |
| | | 2:55 PM | 3:00 PM | 0:05 | Transition for Role Play: The Sour Deal | | | Role Play |
| | | 3:00 PM | 3:50 PM | 0:50 | Role Play: The Sour Deal- Mediator A | | | Role Play |
| | | 3:50 PM | 4:40 PM | 0:50 | Role Play: The Sour Deal- Mediator B | | | Role Play |
| | | 4:40 PM | 5:30 PM | 0:50 | Closing Plenary / What Happens Next / Evaluations | | | Role Play |
| 5:30 PM | | 5:30 PM | | | Close of Day | | | Facilitation |
| 5:30 PM | 6:00 PM | 5:30 PM | 6:00 PM | 0:30 | Afternoon Break (10 min) / Mediator A and B Feedback | | | |