

Outline of the Program (Internal)

Day 1		Topic:	Methodology	Materials
9:00 – 9:30		Welcoming coffee		
9:30 – 9:40		Welcome remarks		
9:40-10:20		Introduction to the training <ul style="list-style-type: none"> ▪ Introduction of trainers and participants ▪ Objectives & expectations ▪ Rules and Agreements 	<ul style="list-style-type: none"> ▪ Introduction of participants in pairs (20 minutes) ▪ Post-its for expectations (5 minutes) ▪ Brainstorming on Rules and Agreements (5 minutes) ▪ Story (5 minutes) 	
10:20-11:00		Introduction to negotiation <ul style="list-style-type: none"> ▪ Win as much as you can ▪ Debrief ▪ Ladder of Inference 	<ul style="list-style-type: none"> ▪ "Arm-wrestling" or „Fist" game ▪ Debrief on psychology of negotiation and win-win/win-lose mindsets ▪ PPT and discussion on Ladder of Inferences 	PPT presentation
11:00-11:15		BREAK		
11:15-12:45		Introduction to dispute resolution <ul style="list-style-type: none"> ▪ Interests v positions ▪ Dispute Resolution processes 	<ul style="list-style-type: none"> ▪ Plenary discussion on "Orange story" ▪ Positions v Interests ▪ Role of the Mediator ▪ ADR continuum (comparison of various dispute resolution methods) 	Dispute Resolution Processes chart (PPT)
12:45-13:30		LUNCH BREAK		

13:30 – 14:30	Conflict analysis	<ul style="list-style-type: none"> ■ Analysing conflict scenario (15 minutes + 15 minutes debriefing) ▪ "Dinner for Two" https://youtu.be/dYd2jNcTQHU?si=yHgkr5IH9LitwlGU 	"Dinner for Two" animation and debrief
14:30 - 14:45	Break		
14:45 - 16:15	Intro to Listening & Communication <ul style="list-style-type: none"> ● Exercise (30 minutes) ● 4 side-model (20 minutes) Basics of communication (PPT) (30 minutes)	<ul style="list-style-type: none"> ■ EXERCISE on listening 15 minutes group work (3 groups). ■ 15 minutes debrief on Active Listening 4 sides model: facilitated discussion	Basics of communication (PPT) https://en.wikipedia.org/wiki/Four-sides_model
16:15 - 16:30	Reflection on Day 1		
Day 2	Topic:	Methodology	Materials
9:00 – 9:30	Welcoming coffee		
9.30 – 11.00	Active Listening Demo by trainers Active Listening Exercise	<ul style="list-style-type: none"> ▪ Demo by the trainers in the Plenary Demo – 15 minutes Debrief – 15 minutes ▪ Participants practice in small groups of 3 Exercise (45 minutes) Debrief (15 minutes) 	Small Group Observer's Sheet.
11:00-11:15	BREAK		
11:15 – 12:45	Questions <ul style="list-style-type: none"> ● Exercises ● Power point 	<ul style="list-style-type: none"> ■ Spa exercise (20 minutes with debriefing) ■ Good/bad questions plenary (20 minutes) 	PPT presentation on Questions

		<ul style="list-style-type: none"> Specific questions small group (15 min. group work + 15 minutes debriefing) Slides (10 minutes) 	
12:45-13:30	LUNCH BREAK		
13:30 - 14:30	Yet more on listening Reflection (10 minutes)	<ul style="list-style-type: none"> Facilitated video debrief: The Nail in the head (20 minutes) Loop of Understanding exercise Reflection: 10 minutes 	https://youtu.be/-4EDhdAHrOg?si=Pv-4EHI6WUbZE9So
14:30 - 15:15	Mediation Process – Overview Principles of Mediation	<ul style="list-style-type: none"> Presentation (30 minutes) Q&A (15 minutes) 	PPT presentation
15:15 - 15:30	Break		
15:30 - 16:15	Giving and Receiving Feedback	<ul style="list-style-type: none"> Demo among the Trainers Facilitated discussion on barriers to Feedback Tips on how give feedback 	Feedback Handout
16:15 - 16:30	Close of Day 2		

Day 3	Topic:	Methodology	Materials
9:00 - 9:30	Welcoming coffee		
9:30 – 10:30	Active listening – broken telephone game	<ul style="list-style-type: none"> Broken Telephone game. 	
10:30 - 11:00	Reframing (30 minutes)	<ul style="list-style-type: none"> Exercise: participants to reframe statements. 	Reframing examples handout
11:00-11:15	BREAK		

11:15 – 12:45	The opening statement	<ul style="list-style-type: none"> 20 minutes of facilitated session on what should go in the opening statement. Participants prepare and deliver their opening statements in small groups – 45 minutes Debrief in the Plenary – 20 minutes. 	Handout on Opening Statement Checklist
12:45–13:30	LUNCH BREAK		
13:30 – 14:00	Exploration - Zoom exercise	<ul style="list-style-type: none"> Participants are shown different pictures and they need to identify the link. Learning: how things are inter-connected, how big picture/close picture view may differ, how what is important may be different, etc. 	Zoom pictures game by Istvan Bayani
14:00 – 14:45	Exploration - Triangle of interests Different types of needs	<ul style="list-style-type: none"> Exercise: Salary Increase in groups of 4 (30 minutes) Debrief – 15 minutes 	
14:45 – 15:00	Break		
15:00 – 16:00	Role Play – Car Repair (Exploration phase)	<ul style="list-style-type: none"> Role play in the groups of 3 (from Opening to Exploration) 	Role Play General information and Confidential information for the parties
16:00 – 16:30	Debrief in the Plenary and Close of Day 3		
Day 4	Topic:	Methodology	Materials
9:00 - 9:30	Welcoming coffee		
9:30 – 10:15	Exploration of interests and needs – Fishbowl exercise	<ul style="list-style-type: none"> One Trainer sits in the middle of the group in the role of the employee, while participants (in the role of the employers) try to 	

		<p>explore why the employee has decided to leave the company.</p> <ul style="list-style-type: none"> ■ Debrief: on Active Listening and on Facts, Feelings and Interests 	
10:15 – 11:15	Bargaining <ul style="list-style-type: none"> ● ZOPA ● BATNA ● Anchoring 	<ul style="list-style-type: none"> ■ Bargaining exercise - buyer, seller, offers ■ Debrief on BATNA and ZOPA ■ Anchoring exercise 	Power points on BATNA and ZOPA
11:15 - 11:30	BREAK		
11:30 - 12:30	Role Play – Car Repair (Exploration + Bargaining)	<ul style="list-style-type: none"> ● Role play in the groups of 3 (from Opening to Bargaining) 	Additional confidential information relevant to bargaining/negotiation phase
12:30 - 13:00	Caucus – how to use it effectively	<ul style="list-style-type: none"> ● Facilitated debrief ● Discussion on private meetings (caucus) 	Handout on Caucus
12:00-13:45	LUNCH BREAK		
13:45 - 14:45	Role-Play - Family dispute (exploration + bargaining)	<ul style="list-style-type: none"> ● Role play in the groups of 3 (from opening to Bargainig) 	Role play general and confidential information
14:45 - 15:15	Dealing with Emotions	<ul style="list-style-type: none"> ● Faciltiated discussion 	
15:15 - 16:00	Overcoming Deadlock Reality testing	<ul style="list-style-type: none"> ● Demonstration by the trainers in the Plenary (reality testing) ● Facilitated discussion on overcoming deadlock 	

16:00 - 16:30	Mediator profile (30 minutes) Close of Day 4	<ul style="list-style-type: none"> Drawing a mediator: knowledge, skills and values 	Mediator Photo
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Day 5	Topic	Methodology	Materials
9:00 - 9:30	Welcoming coffee		
9:30 – 10:30	Role Play – Commercial Mediation Case. Co-Mediation	<ul style="list-style-type: none"> Role play in the groups of 5 (parties and lawyers) 	Case related General and Confidential information for the parties. Special instructions for lawyers.
10:30 – 11:00	Role of Lawyers in Mediation	<ul style="list-style-type: none"> Facilitated discussion on the role of lawyers in mediation 	
11:00-11:15	BREAK		
11:15 - 12:15	Role-Play – Property Mediation Case	<ul style="list-style-type: none"> Role play in the groups of 3 (with an ethical dilemma) 	Case related general and confidential Information. Confidential information for the parties includes special instructions on unethical behaviour
12:15 - 13:00	Debrief – dealing with ethical challenges Ethics in Mediation	<ul style="list-style-type: none"> Facilitated Discussion 	Handout on Code of Ethics of Mediators
13:00 - 13:45	LUNCH BREAK		
13:45 - 14:45	Role Play – Employment Mediation Case	<ul style="list-style-type: none"> Role play in the groups of 4-5 (with power imbalance) 	Case related General and Confidential Information for the parties and their representatives.
14:45 - 15:15	Debrief on the Role Play Drafting the Settlement Agreement	<ul style="list-style-type: none"> Facilitated Discussion 	Handout on Drafting checklist

15:15 - 16:00	Competency Framework: People, Process, Problem Assessment methodology and criteria	<ul style="list-style-type: none"> • Scrabble game (30 minutes) • Facilitated Discussion (15 minutes) 	Handout on Competency Framework
16:00 - 16:30	Close of Day 5.		

Day 6 (online)			
9:00 - 9:30	Virtual Coffee. How to prepare for online mediation?	Facilitated Discussion	Case related General and Confidential Information for the parties.
9:30 – 11:00	Role play Debrief	Role play in the virtual break-out groups Debrief in Plenary	
11:00 – 11:30	Challenges and tips for online mediation		

Day 7			
9:00 - 9:30	Welcoming coffee		
9:30 – 11:00	Role play Debrief / coaching		
11:00-11:15	BREAK		
11:15 - 12:45	Role play Debrief / coaching		

12:45-13:30		LUNCH BREAK		
13:30 - 15:00	Role play Debrief / coaching			
15:00 - 15:15	Break			
15:15 - 16:15	Mediation legislations – needed? What do they address. Different models of mediation (court-annexed, free standing, institutional, ad hoc)		Power point presentation Facilitated discussion	Extracts from the relevant country's law on mediation.
16:15 - 16:30	Close of Day 7. Preparations for the assessment.			

Day 8 and 9		Assessment	Methodology	Materials
9:00 - 9:30	Welcoming coffee			
9:30 – 11:00	Assessment – Round 1			
11:00-11:15		BREAK		
11:15 - 12:45	Assessment – Round 2			
12:45-13:30		LUNCH BREAK		
13:30 - 15:00	Assessment – Round 3			
15:00 - 15:15	Break			

15:15 - 16:15	Developing the Mediation Practice. Promoting Mediation.		
16:15 - 16:30	Close of the Training. Feedback Forms.		