

**Mediation International
Certification Training in Mediation**

**Our five-day course starts at 08:00 and ends at 17:00 daily
Lunch times (1 hour) are working lunches and will include videos, role-plays
etc.**

**Each day the facilitators will be available for you for 2 hours outside of
regular class time for individual or/and group work.**

Day one

Participants introductions
Principles of Learning
Learning Pact
Course Outline

Refresher

Escalation of Conflict
Cost of Conflict
Causes of Conflict
Theory Circle
Definitions-Conflict, Mediation,

Principles of Conflict
Exercise 1
Conflict Management Styles and Impact
Exercise 2

Mediation principles-
Impartiality, voluntarism, confidentiality, self-determination, process

Dispute Resolution System
Exercise 3
Exercise 4

Advanced Communication Skills

Negotiation strategies
Model of Communication
Communication Barriers
Sounding Board
Exercise 5

Core Competencies

Day two

Advanced negotiation skills
Exercise 6

Sounding Board Revisited
Questioning Skills
Exercise 7
Collaborative Discussion
Introduction to CCM
Exercise 8
Continuation of CCM stages
Exercises 9 and 10
Exercises 11 and 12
The role of lawyers and other Representatives

Day Three

Advanced mediation processes and techniques

CCM final stages
Exercises 13, 14, 15 and 16
Dealing with Emotions
Exercise 17
Theories for identifying areas of agreement between the parties
Large Group Discussion-Individual Conflicts
Exercises 18, 19 and 20
Collaborative Discussion Review
Collaborative Conversation
Role Play 1
Ethical considerations

Day Four

Diversity issues

Role Play 2
Conflict Assessment Tool
Role Play 3
Role Play 4
Level of Intervention Chart
Rescuers Dilemma
Mediation Review
Pre Mediation Meetings
Fishbowl Exercise 18

Day Five

Advanced dispute settlement paradigms and techniques

Active Listening Refresher
Review of Stages of CCM
Review of Iceberg
Mediation Role-plays 5,6,7,
Closure