

Annex B Basic Mediation Training Outline [Online]

Homework Assignment

- 7 elements activity : 3 hours
- Self-Reflection : 2 hours
- Questionnaire : 1 hour

Course

In-class Duration: 35.25 hours

Strategic Conflict management for Professionals Module 1

Day 1: 0900 to 1300
 Day 2: 0900 to 1300
 Day 3: 0900 to 1300
 Day 4: 0900 to 1130

Strategic Conflict management for Professionals Module 2

Day 1: 0900 to 1330
 Day 2: 0900 to 1330
 Day 3: 0900 to 1330
 Day 4: 0900 to 1330
 Day 5: 0900 to 1330

MODULE ONE

Training Programme (Public Run)

Time	Details	Instructional Technique
Day 1		
9:00am – 9:15am	Introduction	
9:15am – 10:30am	Learning Activity 1	Activity
10:30am – 10:45am	Tea Break	
10:45am – 10:55am	Types of dispute	Lecture
10:55am – 11:25am	Types of dispute resolution processes Relevant legislation and regulations	Lecture
11:25am – 12:00pm	Preparation for Mediation	Lecture
12:00pm – 12:45pm	Learning Activity 2	Activity
12:45pm – 1:00pm	Wrap-up	

Time	Details	Instructional Technique
Day 2		
9:00am – 9:20am	Preparation for Mediation (continued)	Lecture
9:20am – 9:40am	Steps to preparation for a case	Lecture
9:40am – 10:10am	Video	Video and discussion
10:10am – 11:10am	Stages of Mediation Drafting the Outcomes	Lecture
11:10am – 11:25am	Tea Break	
11:25am – 12:55pm	Role-play Activity 1	Group Activity / Assessment Activity
12:55pm – 1:00pm	Round up	

SINGAPORE MEDIATION CENTRE
Basic Mediation Training Outline [Online]

Time	Details	Instructional Technique
Day 3		
9:00am – 9:15am	Quick Revision	Lecture/ Discussion
9:15am – 10:15am	Learning Activity 3	Discussion
10:15am – 10:30am	Tea Break	
10:30am – 11:00am	Closure of a Mediation	Lecture
11:00am – 12:45pm	Role-Play Activity 2	Group Activity / Assessment Activity
12:45pm – 1:00pm	Wrap-up	

Time	Details	Instructional Technique
Day 4		
9:00am – 10:30am	Role-Play Activity 3	Group Activity / Assessment Activity
10:30am – 10:45pm	Tea Break	
10:45pm – 11:30am	Recap and summarise course	Lecture

SINGAPORE MEDIATION CENTRE
Basic Mediation Training Outline [Online]

Online Training Programme (Customised)

Time	Details	Instructional Technique
Day 1		
9:00am – 9:15am	Introduction	
9:15am – 10:30am	Learning Activity 1	Activity
10:30am – 10:45am	Tea Break	
10:45am – 10:50am	Housekeeping	Lecture
10:50am – 11:05am	Overview of Workshop Spectrum of Conflict Resolution	Lecture
11:05am – 11:15am	Learning Activity 1	Activity
11:15am – 11:50am	The 7 Elements (first 4 elements)	Lecture
11:50am – 12:50pm	Learning Activity	Activity
12:50pm – 1:00pm	Wrap-up	

Time	Details	Instructional Technique
Day 2		
9:00am – 10:00am	The 7 Elements (Last 3 elements)	Lecture
10:00am – 10:30am	Video	Video and discussion
10:30am – 10:45am	Tea Break	
10:45am – 12:15pm	Role-play Activity 1	Group Activity / Assessment Activity
12:15 – 12:35pm	Mediators Communication Tools	Group Activity
12:35pm – 1:00pm	Learning Activity 2 Wrap-up (5min)	Group Activity

Time	Details	Instructional Technique
Day 3		
9:00am – 9:15am	Quick Revision	Lecture/ Discussion
9:15am – 10:30am	Discussion on the Stages of Mediation FishBowl & Modelling	Discussion
10:30am – 10:45am	Tea Break	
10:45am – 12:15pm	Role-Play Activity 2	Group Activity / Assessment Activity
12:15pm – 12:45pm	Managing Impasse	Lecture
12:45pm – 1:00pm	Wrap-up	

Time	Details	Instructional Technique
Day 4		
9:00am – 10:30am	Role-Play Activity 3	Group Activity / Assessment Activity
10:30am – 10:45am	Tea Break	
10:45am – 11:45am	Discussion on assignment	Group Discussion
11:45am – 12:15pm	Contextualisation	Group Discussion
12:15pm -12:45pm	Debrief	Lecture
12:45pm – 1:00pm	Q & A and handout evaluation forms	Group Discussion

MODULE TWO

Training Programme

Time	Details	Instructional Technique
Day 5		
9:00am - 9:30am	Revision of 7 Elements (30 min)	Lecture
9:30am - 10:30am	Practice on Mediator's Opening Statement	Activity
10:30am - 10:45am	Tea Break	
10:45am - 11:45pm	Process Skills Agenda Setting	Role-play activity
11:45am - 12:45pm	Exploration of Issues	Role-play
12:45pm - 1:15pm	Private Sessions	Role-play
1:15 - 1:30pm	Wrap-up	

Time	Details	Instructional Technique
Day 6		
9:00am - 10:30am	Drafting Settlement Agreements Lecture (20 min) Learning Activity 1	Lecture Group activity
10:30am - 10:45am	Tea Break	
10:45am - 11:15pm	Advanced Communication I Lecture (30min)	Lecture Group activity
11:15am - 12:15pm	Advanced Communication I Learning Activity 2	Lecture Group activity
12:15pm - 1:15pm	Advanced Communication II	Lecture
1:15pm - 1:30pm	Wrap-up	

Time	Details	Instructional Technique
Day 7		
10:00am - 10:30am	Revision on Advanced Communication I & II	Lecture Role-play
10:30am - 10:45am	Tea Break	
10:45am - 11:45am	Analysis on what made parties difficult -7 Elements	Lecture
11:45am - 12:30am	Advanced Communication III Learning Activity 3	Lecture Activities
12:30pm - 12:45pm	Advanced Communication III Learning Activity 4	Lecture Activities
12:45pm - 1:30pm	Legal & Ethical Issues in Mediation	Lecture Class activity

Time	Details	Instructional Technique
Day 8		
9:00am - 10:30am	Role Play 1	Role-play activity
1:30pm - 3:00pm	Debrief (1 hr)	
10:30am - 12:00pm	Role Play 2	Role-play
3:00pm - 4:30pm	Debrief (1 hr)	
12:00pm - 13:30pm	Role Play 3	Role-play
4:30pm - 6:00pm	Debrief (1 hr)	

SINGAPORE MEDIATION CENTRE
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Time	Details	Instructional Technique
Day 9		
9:00am – 10:30 am	Review of Role-Plays	Role-play
10:30am - 10:45am	Tea Break	
10:45am - 11:45am	Culture	Lecture Class activity
11:45am - 12:45pm	Fishbowl (Revision)	Role-play
12:45pm – 1:15pm	Briefing for Assessment Question & Answer Session	Lecture
1:15pm - 1:30pm	Summary Q&A	Lecture