

SINGAPORE MEDIATION CENTRE
Basic Mediation Training
Train the Trainer

Part 1	In-Class Training	6 h 30 min
Part 2	On-the-Job Training	12 h 45 min
Part 3	Trainer-Peer Evaluation	12 h 45 min
Total Training Hour		32 h

Materials

Train the Trainer Manual
Train the Trainer Workbook

Part 1

TRAIN-THE-TRAINERS WORKSHOP		
Segments	Timing	i/c
Introduction	0900 – 0910	SMC Appointed Trainer
Housekeeping	0910 – 0915	
Overview of Workshop - Expectations Roundtable - Spectrum of Conflict Resolution	0915 - 0930	
Facilitation of Discussion	0930 – 1015	SMC Appointed Trainer
<i>Tea Break</i>	1015 - 1045	
WORKSHOP CONTENTS: Syllabus & Substance Hextium Pricing & Debrief : Shifting of paradigm - Show the Hextium Materials - While one is giving instructions, the other should always shadow to make sure all instructions are covered - Timing for collecting of slips should be synchronised. Avoid one group not having anything to do - Positive Outcome	1045 – 1115	SMC Appointed Trainer
7 ELEMENTS 4 Elements Learning Activity 1 – Make sure instructions given are correct - Interest - Options - Criteria - Alternative to a Negotiated Agreement 3 Elements – Slides Round-up of 7 elements – Substance & Process	1115 – 1145	SMC Appointed Trainer
Case Study: Zoey Teh – Preparation by side - Very important to illustrate the difference between OPTIONS vs ALTERNATIVE - Option: Carried out Bilaterally - Alternative: Carried out Unilaterally	1145 - 1215	SMC Appointed Trainer

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Stages of Mediation Video: Spa Wars (Start-Stop)	1215 - 1245	SMC Appointed Trainer
Mediators Communication Tools Sailor and The Girl Exercise: Managing Impasse	1245 - 1300	SMC Appointed Trainer
Lunch	1300 - 1400	
Fishbowl Exercise <u>How to play disputant:</u> Conscious of what to test the parties. Ask questions that affects the process to see how the mediator can manage the situation. <u>How to facilitate discussion:</u> Feedback need to be specific. Translatable into 'actionable' feedback that participants are able to apply.	1400 - 1500	SMC Appointed Trainer
Role Play Simulations - Structure of Role Play - Instruction/Briefing to Disputants & Mediator - Coaching - Debrief know how: <ul style="list-style-type: none">• Roles of Mediator• SMC's Model of Mediation• How long Joint Session should be carried out?• Should a mediator suggest?• Agenda Setting: Should mediator/parties come up with list? Mutual, Neutral & Bullet Points• Private Session: Confidentiality, Authority to Disclose• Authority to Settle• Without Prejudice• Ground Rule	1500 - 1600	SMC Appointed Trainer
Tea Break	1600 - 1615	
• Q & A & Discussions • Input from partners on SMC's slides • WSQ Assessment Briefing	1615 – 1630 1630 - 1700	SMC Appointed Trainer

Part 2

Description	Duration	Materials
SMC will arrange for Trainers to be attached to 1 SCMP Module 1. Trainers to bring along the Train the Trainer Manual and Workbook to jot down notes.	Day 1 0900 - 1745 Day 2 0900 – 1600	Train the Trainer Manual and Workbook

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Part 3

Description	Duration	Materials
SMC will arrange for Trainers to co-train for 1 SCMP Module 1.	Day 1 0900 - 1745 Day 2 0900 – 1600	Trainer's File