



## **ILSCA Train-the-Trainers Programme**

The ILSCA Train-the-Trainers Programme has been designed in order to ensure that the standard of mediation training imparted by the ILSCA remains uniform and maintains quality. All trainers who deliver mediation training programmes at the ILSCA shall undergo the Train-the-Trainers Programme as a pre-requisite. The programme seeks to assist the participants in honing their skills to deliver a mediation training, both individually as well as in a team with other trainers.

### **Course Objectives**

- To help the participants understand learning and training process.
- To help participants with techniques to present a topic in a manner that holds attention and interest.
- To help participants understand the requirements to devise and deliver training sessions in mediation.
- To help participants adapt to the training style of a trainee or a group.
- To help participants implement a training plan and deliver a training programme efficiently, both individually as well as with co-trainers.
- To help participants with the design and delivery of practical exercises.
- To help participants in the overall delivery of a mediation course that is contextually relevant to the market and draws on international experience and best practice, with confidence.

### **Course Highlights**

- Live interactive sessions
- Roleplays and exercises
- How to adapt to different training challenges
- Opportunity to learn and grow as a mediation trainer
- Cohesive learning experience

## **Duration of the Programme**

The ILSCA Train-the-Trainers programme shall be conducted for a total of 24 hours, spread out over three days – preferably the weekend (Friday, Saturday and Sunday). The programme shall, as a rule, be delivered in-person.

## **Course Module**

### **Day – 1**

| <b>Time Slot</b>         | <b>Session</b>                                                             |
|--------------------------|----------------------------------------------------------------------------|
| 9 a.m. to 9.45 a.m.      | Introductory Session                                                       |
| 9.45 a.m. to 10 a.m.     | Break                                                                      |
| 10 a.m. to 11 a.m.       | Understanding Adult Learning: Theories and Principles                      |
| 11 a.m. to 11.05 a.m.    | Break                                                                      |
| 11.05 a.m. to 12.15 p.m. | Learning Styles                                                            |
| 12.15 p.m. to 1 p.m.     | Styles of Intervention                                                     |
| 1 p.m. to 2 p.m.         | Lunch                                                                      |
| 2 p.m. to 3 p.m.         | The Importance of a Good Beginning: Establishing a Rapport from the Get-Go |
| 3 p.m. to 3.15 p.m.      | Break                                                                      |
| 3.15 to 4.15 p.m.        | Exercise for the Day: To write and deliver a firm introduction             |
| 4.15 p.m. to 5 p.m.      | Discussion and Feedback                                                    |
| 5 p.m.                   | Day – 1 concludes.                                                         |

### **Day – 2**

| <b>Time Slot</b>        | <b>Session</b>                                                                                                                  |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| 9 a.m. to 9.30 a.m.     | Reflect on Day – 1                                                                                                              |
| 9.30 a.m. to 10.45 a.m. | Basic Principles of Course Design                                                                                               |
| 10.45 a.m. to 11 a.m.   | Break                                                                                                                           |
| 11 a.m. to 12.30 p.m.   | A. Utilisation of Training Resources<br>B. Understanding the Importance of good course material, and when to use which material |
| 12.30 p.m. to 1 p.m.    | Overview of the Mediation Process                                                                                               |

|                        |                                                                   |
|------------------------|-------------------------------------------------------------------|
| 1 p.m. to 2 p.m.       | Lunch                                                             |
| 2 p.m. to 3 p.m.       | Use of Mediation Role-plays in Course Design                      |
| 3 p.m. to 3.45 p.m.    | Presentation v. Facilitation: Striking the Right Balance          |
| 3.45 p.m. to 4.30 p.m. | Exercise for the Day: Design a draft Mediation Training Programme |
| 4.30 p.m. to 5 p.m.    | Discussion and Feedback                                           |
| 5 p.m.                 | Day – 2 concludes.                                                |

### Day – 3

| Time Slot               | Session                                                                                                                                                                                                                                                                                                     |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9 a.m. to 9.30 a.m.     | Reflect on Day – 2                                                                                                                                                                                                                                                                                          |
| 9.30 a.m. to 10.45 a.m. | <p>How to Manage Interaction in a Mediation Training</p> <ul style="list-style-type: none"> <li>○ Building a Strong Rapport with the Trainees</li> <li>○ Methods of Resolution of Queries/Doubts/Objections</li> <li>○ Keeping the sessions interactive and alive</li> <li>○ Motivating learners</li> </ul> |
| 10.45 a.m. to 11 a.m.   | Break                                                                                                                                                                                                                                                                                                       |
| 11 a.m. to 12 p.m.      | Activity: Devise a strategy for handling objections by trainees and the method you will choose to respond.                                                                                                                                                                                                  |
| 12 p.m. to 12.15 p.m.   | Break                                                                                                                                                                                                                                                                                                       |
| 12.15 p.m. to 1 p.m.    | Working in a Team with other Trainers and Coaches v. Working Individually as a Trainer                                                                                                                                                                                                                      |
| 1 p.m. to 2 p.m.        | Lunch                                                                                                                                                                                                                                                                                                       |
| 2 p.m. to 3.15 p.m.     | Providing Feedback: Understanding the Key                                                                                                                                                                                                                                                                   |
| 3.15 p.m. to 3.30 p.m.  | Break                                                                                                                                                                                                                                                                                                       |
| 3.30 p.m. to 4.45 p.m.  | Exercise for the Day: Roleplay for Feedback                                                                                                                                                                                                                                                                 |
| 4.45 p.m.               | Concluding Remarks                                                                                                                                                                                                                                                                                          |
| 5 p.m.                  | Training concludes.                                                                                                                                                                                                                                                                                         |