

Course Module

This 40-hours Mediation Training Programme being conducted by the ILSCA aims to equip the participants with the basics of mediation process and establish a standard body of skills and knowledge which will provide them with the right introduction to mediation and accreditation to qualify as efficient mediators. The 40-hours training will be conducted over a period of nine days, enabling the participants to understand, in detail, the process of mediation under the guidance and supervision of expert mediators. The 40-hours Mediation Training designed by ILSCA is in tune with the Mediation Training Module of India designed by the Mediation and Conciliation Project Committee, Supreme Court of India, Delhi. The ILSCA Mediation Training Programme is a combination of knowledge development and skill development topics, divided over each day of the programme.

Day – 1	
Introduction to the Course and the Organization (ILSCA)	4 p.m. to 4.30 p.m.
Unit 1: Introduction <ul style="list-style-type: none"> • Introduction to ADR Methods • What is mediation? • ILSCA and Mediation • Brief History of Mediation as a Tool for Dispute Resolution • Why Mediation? 	4.30 p.m. to 5.30 p.m.
Break	5.30 p.m. to 5.45 p.m.
Unit 2: Mediation v. Other Modes of Dispute Resolution: Understanding the Key Differences	5.45 p.m. to 6.45 p.m.
Break	6.45 p.m. to 6.50 p.m.
Unit 3: Types of Mediation	6.50 p.m. to 7.50 p.m.
Questions and Clarifications	7.50 p.m. to 8 p.m.
Day – 2	
Reflecting on Day – 1	4 p.m. to 4.15 p.m.
Unit 4: Understanding Conflict <ul style="list-style-type: none"> • Define conflict and levels of conflict • Stages of the cycle of conflict • Understanding the Psychology of conflict 	4.15 p.m. to 5.30 p.m.
Break	5.30 p.m. to 5.45 p.m.
Unit 5: Creation of a Dispute	5.45 p.m. to 6.30 p.m.
Unit 6: Approaches to a Dispute	6.30 p.m. to 7.15 p.m.

Break	7.15 p.m. to 7.20 p.m.
Unit 7: How Mediation Helps in Resolution of Disputes	7.20 p.m. to 7.50 p.m.
Questions and Clarifications	7.50 p.m. to 8 p.m.
Day – 3	
Reflecting on Day – 2	4 p.m. to 4.15 p.m.
Unit 8: The Process of Mediation: An Overview <ul style="list-style-type: none"> • The Opening Statement • Understanding the Problem • Problem-solving • Negotiations • Agreement 	4.15 p.m. to 5 p.m.
Unit 9: The Principles of Mediation (Equality, Voluntary Recourse, Confidentiality, Impartiality, Neutrality and others)	5 p.m. to 6 p.m.
Break	6 p.m. to 6.15 p.m.
Unit 10: The Opening Statement – Understanding the importance and essentials of a good introductory statement	6.15 p.m. to 7.15 p.m.
Unit 11: Simulation Exercise for Opening Statement	7.15 p.m. to 8 p.m.
Day – 4	
Reflecting on Day – 3	4 p.m. to 4.15 p.m.
Unit 12: Qualities of a Good Mediator and Mediator Ethics	4.15 p.m. to 5.30 p.m.
Break	5.30 p.m. to 5.45 p.m.
Unit 13: The Exploration Stage: Exploration of the Conflict and Agenda Building <ul style="list-style-type: none"> • Explore and analyze issues of the conflict to understand positions and underlying interests • Use of inquiry techniques to delve into the dispute and have a better understanding • Building an agenda which reflects the issues in a neutral, non-positional language • Prioritizing the issues 	5.45 p.m. to 7 p.m.
Unit 14: Simulation Exercise for Exploration Stage	7 p.m. to 8 p.m.

Day – 5	
Reflecting on Day – 4	4 p.m. to 4.15 p.m.
Unit 15: Formalities and Requirements of Mediation <ul style="list-style-type: none"> • Getting appointed as a mediator (ad-hoc, contractual and institutional) • Ensuring that the agreement to mediate is signed. • Supervising other factors that are required for the smooth functioning of the process – viz., venue, facilities and/or any other requirements. • Assurance of independence, neutrality and impartiality. 	4.15 p.m. to 5.15 p.m.
Break	5.15 p.m. to 5.30 p.m.
Unit 16: Importance of Communication in a Mediation <ul style="list-style-type: none"> • Definition • Non-Verbal Communication • Verbal Communication • Management of Flow of Communication • Barriers to Communication 	5.30 p.m. to 7 p.m.
Break	7 p.m. to 7.10 p.m.
Unit 17: Simulation Exercise for Communication Skills	7.10 p.m. to 8 p.m.
Day – 6	
Reflecting on Day – 5	4 p.m. to 4.15 p.m.
Unit 18: The Negotiation Stage <ul style="list-style-type: none"> • Transition from positions to interests • Employing Basic Communication and Mediation Tools • Practicing Mediator Techniques (Reframing, reality check, paraphrasing, summarizing) • Realistic Testing of the Offers: SMART Test (Specific, Measurable, Achievable, Realistic, Time-bound) • Zone of Possible Agreement (ZoPA) 	4.15 p.m. to 5.45 p.m.
Break	5.45 p.m. to 6 p.m.
Unit 19: Bargaining (Positional, Distributive, Integrative and Interest-Based)	6 p.m. to 7 p.m.

Break	7 p.m. to 7.10 p.m.
Unit 20: Simulation Exercise for Negotiation Practice	7.10 p.m. to 8 p.m.
Day – 7	
Reflecting on Day – 6	4 p.m. to 4.15 p.m.
Unit 21: Barriers to Negotiation	4.15 p.m. to 5.30 p.m.
Break	5.30 p.m. to 5.45 p.m.
Unit 22: Impasse – Types of Impasse and Techniques to Break the Impasse	5.45 p.m. to 6.30 p.m.
Unit 23: Using Caucus as an Effective Mediation Tool	6.30 p.m. to 7 p.m.
Break	7 p.m. to 7.10 p.m.
Unit 24: Simulation Exercise II for Negotiation Practice	7.10 p.m. to 8 p.m.
Day – 8	
Reflecting on Day – 7	4 p.m. to 4.15 p.m.
Unit 25: Role of a Mediator in Mediation	4.15 p.m. to 5 p.m.
Unit 26: Role of the Parties in a Mediation	5 p.m. to 5.45 p.m.
Unit 27: Role of the Counsels and Representatives in a Mediation	5.45 p.m. to 6.15 p.m.
Break	6.15 p.m. to 6.30 p.m.
Unit 28: General dos and don'ts of a Mediation	6.30 p.m. to 7 p.m.
Unit 29: Mock Practical Assessment Exercise	7 p.m. to 8 p.m.
Day – 9	
Practical Assessments (9 a.m. to 5 p.m.)	