



CIAN's Mediation Program: Course Contents and Overview

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About the Canadian International Institute of Applied Negotiation (CIIAN)

Founded in 1992 by distinguished leaders in the field, the Canadian International Institute of Applied Negotiation (CIIAN) has been a trailblazer in negotiation, mediation, and conflict resolution for over three decades. As the first organization to offer certificates in mediation and negotiation across Canada, CIIAN has set a precedent in the industry. With a commitment to theory-informed practice, CIIAN has developed state-of-the-art, empirically tested methods for conflict prevention, resolution, and peacebuilding. The Institute's professionals are experienced facilitators, trainers, mediators, researchers, and peacebuilding consultants, offering customized interventions and training programs. CIIAN's history includes the launch of a comprehensive certificate program in Alternative Dispute Resolution (ADR), international collaborations, and the design and development of pioneering programs that shape the landscape of conflict resolution. From supporting emerging conflict resolution programs worldwide to delivering specialized courses and professional services, CIIAN's dedication to reducing violence and promoting alternative dispute resolution has earned it a formidable reputation for exceptional programming and training. The Institute prides itself on professional and quality training and services and continues to innovate and adapt to the evolving field of ADR.

CIIAN's Mediation Program: Structure and Overview

CIIAN's Mediation Program consists of a two-tiered framework, beginning with a prerequisite course called Learning Module One. This initial module serves as the foundation for the program, delving into the intricacies of the self and others' roles during conflict situations. It also introduces essential principles in de-escalation, prevention, interest-based negotiation, as well as honing skills in communication and active listening.

CIIAN's Learning Module Two completes the programming and presents participants with an advanced exploration of negotiation and mediation. Recognizing that mediation is fundamentally rooted in "assisted negotiation," we firmly believe that a competent mediator must possess a comprehensive understanding of negotiation. This understanding enables mediators to grasp the strategies and dynamics influencing the negotiators at the table. Furthermore, many negotiation principles directly overlap with the mediator's role. Key aspects such as building trust and rapport, assessing negotiator power dynamics, preserving face, and employing strategies to overcome impasses are not only valuable for negotiators but also highly applicable to the mediator's responsibilities.

In Learning Module Two, participants delve into all facets of the mediation process, with a particular emphasis on theory-informed practice and personal development of the mediator. By integrating theory and practical application, participants gain the necessary tools and insights to navigate complex mediation scenarios successfully.



Overview of Prerequisite: Learning Module One; Self and Others

CIIAN's Learning Module One serves as a fundamental cornerstone of our mediation program, providing aspiring mediators with indispensable skills and knowledge. This module empowers participants to effectively navigate conflicts while preserving crucial relationships. It fosters the development of emotional intelligence, advanced problem-solving abilities, and a deep understanding of conflict dynamics.

We recognize that mediators require a thorough understanding of the complex dynamics influencing themselves and others in conflict situations. Learning Module One facilitates personal introspection, helping participants understand the role and fragility of beliefs during conflicts, as well as their own conflict coping styles and the neurocognitive drivers of conflict, including the impact of System 1 and System 2 processing, cognitive biases, emotions, and more.

Throughout Learning Module One, participants gain the tools to identify and address the root causes of conflicts. They learn practical strategies to maintain composure, navigate emotionally charged encounters, and effectively prepare for challenging conversations, including setting boundaries in a professional manner while preventing escalation. The module also explores strategies to deliver sensitive information and foster constructive dialogue through active listening and effective communication.

Moreover, participants are introduced to problem-solving techniques, the mechanics of the conflict resolution process, and interest-based negotiation, enabling them to create enduring and robust agreements. By covering these essential aspects, Learning Module One establishes the strong foundations necessary for aspiring mediators, contributing to their growth and enhancing their effectiveness in their future mediation roles.

Learning Module Two: CIIAN's 10 Week Mediation Program Overview

CIIAN's Learning Module Two is a 10-week online program that offers a flexible yet structured learning environment through a combination of live online sessions and recorded on-demand content.

Learning Module Two covers the entire mediation process, including conflict analysis, mediation process design, client intake procedures, pre-mediation, and a 5-step mediation process, emphasizing the creation of durable agreements. Additionally, the module explores advanced methods for building rapport with the parties, creating a safe and constructive environment for successful talks. Similar to Learning Module One, Learning Module Two places a strong emphasis on self-reflection and the professional growth of mediators, utilizing various self-assessment tools to facilitate their development.

Whether it's mastering the nuanced aspects of the mediation process or honing advanced techniques, Learning Module Two provides aspiring mediators with the necessary tools to thrive as a competent mediator.



Learning Module Two: Course Content

Key Topic	Subtopics
Part One: Introduction to Negotiation	What is Negotiation?
	Pareto Efficiency – Value Creation and Claiming
	The Negotiation Game
	The Conflict Triangle
Integrative Negotiation	Creating Value
	Creating Value Through Deconstructing Issues and Interests
Distributive Negotiation	Claiming Value
	BATNA and WATNA
The Negotiation Process	Stage 1 – Opening
	Stage 2 – Information Exchange & Option Generation
	Stage 3 – Bargaining and Problem Solving
	Stage 4 – Endgame
	Implementation of Negotiated Agreements
Negotiation Planning	Negotiation Planning Phase
Advanced Negotiation Topics	Negotiation Styles, Strategies and Tactics
	Conflict Styles
	Hard, Soft and Principled Negotiation
	Games People Play and Hardball Negotiation Tactics
	Negotiation Frames
	Impasses
	Trust
	Saving Face
	Negotiator Power



Key Topic	Subtopics
Persuasion and Biases	Cognitive Biases
	The Art and Science of Influence
The Skilled Negotiator	Negotiation Best Practices
Part Two: Mediation	
Engaging with Conflict	Mediator Self-Reflection Exercise
Fundamentals of Mediation	Dispute Resolution Spectrum
	Merits of Mediation
	Benefits of Mediation to the Parties
	Mediation Styles
	Functions of a Mediator
	General Objectives of a Mediator
	Temptations for Mediators
	Mediation vs Facilitation
Conflict Analysis	Types of Conflict
	The Plank
	Conflict Triangle
	Negotiation Planning Tools
	Conflict Sociogram/Mapping
	Force-field
The Mediation Process Overview	Pre-Mediation
	Intake
	Convening
	Agreement to Mediate
	Process-design



Key Topic	Subtopics
5 Step Mediation Process	Mediation Step 1 – Opening
	Mediation Step 2 – Identify Issues
	Mediation Step 3 – Explore Issues/Interests
	Mediation Step 4 – Generate Options
	Mediation Step 5 – Reach Agreement
Developing as a Mediator	Mediator Self-Assessment
Advanced Mediation Topics	Mediator Power
	Balancing Power
	Working with the Emotional Climate
The Caucus Blueprint – Step-by-Step Guide	Effective use of the Caucus
Mediator Ethics and Code of Conduct	Overview of Mediator Ethics and Code of Conduct
	Challenge the Mediator – Ethics in Action
Mediator’s Toolkit	Active Listening
	Assertive Confrontation – DeSoothe Structure
	Framing the Issue
	Externalizing
	Shift from Content to Process
	Clarify Intent and Impact
	Immediacy
	Perspective-Taking
	Reframing
	Mediator Questioning Tools



Learning Module Two: 10 Week Structure

The following table outlines the 10-week structure of CIAN's Mediation Program. On-demand lectures are provided weekly, with live online role-playing sessions, discussions, and exercises strategically interspersed throughout the program to align with the topics covered during particular weeks. This design allows for a structured learning experience while offering participants the flexibility to engage with the materials at times most convenient for them.

Week	Content
Week One	Review Learning Module One Key Concepts
Week Two	Introduction to Negotiation
Week Three	The Human Element of Negotiations
Week Four	Role-plays and Learning Labs
Week Five	Introduction to Mediation
Week Six	Conflict Analysis
Week Seven	The Mediation Process: From Intake to Agreement
Week Eight	Advanced Mediation Topics and Tools
Week Nine	Role-plays and Learning Labs
Week Ten	Role-plays and Learning Labs

