



COMPREHENSIVE MEDIATION CERTIFICATION PROGRAM

General Overview

Duration: 40.45 hours

Format: 5-day intensive course (in-person or virtual)

Level: Advanced

Description:

This practical, in-depth five-day advanced certification course is designed to develop participants' practical skills, theoretical understanding, and ethical awareness for conducting effective mediations across various contexts—including civil, commercial, family, and workplace disputes. Each day blends lectures, interactive discussions, hands-on exercises, and feedback sessions, covering key topics such as the mediation process, communication and negotiation techniques, ethical dilemmas, cultural competency, and online mediation tools.

What You'll Learn:

- How to lead mediation sessions with neutrality and confidence
- Communication and negotiation techniques to support resolution
- Strategies for managing complex cases and ethical challenges
- Tools and best practices for online mediation



Course Outline

Day 1: Introduction to Mediation and Conflict Dynamics

Topics Covered:

- Welcome and course overview
- Foundations and models of mediation
- Mediation within the dispute resolution landscape
- Understanding conflict: types, responses, and tools
- Stages of the mediation process
- Neutrality and bias awareness
- Interactive activities and group reflection

By the end of Day 1, participants will have a solid grounding in mediation theory and conflict dynamics to build upon throughout the course.

Day 2: Communication Skills in Mediation

Topics Covered:

- Core communication tools: active listening, paraphrasing, summarizing
- Emotional intelligence and managing party dynamics
- Building trust and establishing the mediator's role
- Role-plays: opening statements and managing party interaction
- Working with legal counsel and using caucus sessions



- Structuring dialogue: reframing and agenda setting
- Q&A and guided reflection

Participants strengthen their interpersonal skills to facilitate meaningful dialogue in mediation.

Day 3: Negotiation Theory & Mediator Techniques

Topics Covered:

- Key negotiation concepts: interests, positions, BATNA/WATNA/MLATNA/ZOPA
- Distributive vs. integrative negotiation styles
- Enhancing mediator impact and managing challenges
- Reframing conflict into shared interests
- Generating and evaluating resolution options
- Drafting durable, interest-based agreements
- Coaching, practice exercises, and Q&A

Day 3 equips participants with strategies to support resolution through effective negotiation techniques.

Day 4: Ethics, Cultural Competency, and Online Mediation Tools

Topics Covered:

- Ethical principles: confidentiality, neutrality, safety, conflict of interest
- Managing ethical dilemmas and supporting inclusion
- Cultural sensitivity and navigating diversity



- Power dynamics in complex or multi-party cases
- Tools and techniques for online mediation
- Adapting mediation to virtual settings and cultural contexts
- Preparing for assessed role-plays; Q&A and reflection

Participants explore the ethical and cultural dimensions of mediation and gain confidence with online tools. Participants will also begin preparing for assessed role-plays, allowing them to apply skills in a supportive, coached environment.

Day 5: Final Assessment, Feedback, and Course Closure

Topics Covered:

- Final assessed mediation role-plays
- Evaluation of skills across real-world scenarios
- Personalized feedback and development guidance
- Group reflection and shared insights
- Final Q&A and digital course evaluation
- Overview of certification steps and next actions

The course concludes with practical assessments, a final Q&A, digital feedback survey, and an overview of next steps toward certification, including timelines for results and issuing certificates.



Competency Framework

This framework provides a clear outline of the key areas and expectations for participants in the certification process. It is designed to ensure a well-rounded evaluation of mediation knowledge, practical skills, and ethical practice.

Competency Categories & Weighting

Participants are evaluated across three categories:

- **Knowledge Competencies – 20 points:** Mediation theory, ethics, cultural and legal awareness
- **Skills Competencies – 40 points:** Communication, negotiation, emotional intelligence, agreement drafting
- **Process Competencies – 40 points:** Managing sessions, applying tools, online mediation, and ethical decision-making

Assessment Criteria

Proficiency Levels

Participants are evaluated across all competencies using four levels:

- **Level 0 – Foundational:** Basic awareness; significant improvement needed
- **Level 1 – Basic Proficiency:** Can apply competencies with guidance in simple cases
- **Level 2 – Competent:** Performs independently in most mediation settings.
- **Level 3 – Advanced:** Demonstrates high-level judgment, even in complex cases

Certification Outcome

- **Pass:** Level 2 or Level 3
- **Fail:** Level 0 or Level 1 → Reassessment required



Reassessment (If required)

A structured support process will be provided:

1. **Feedback Report** – Identifying areas needing improvement.
2. **Mentorship** – One-on-one guidance by a qualified mediator.
3. **Targeted Learning** – Assignments and practice to build competence.
4. **Reassessment** – Once ready, participants retake key components.

Participants may retake the full course after six months if further development is needed.