

COMPETENCY FRAMEWORK

Training participants not only acquires theoretical knowledge, but the entire course programme is designed to develop and enhance the following competences over the course:

- Competence in conflict management using mediation
- Collaborative competence
- Competence in initiative and creativity
- Conflict resolution competence
- Legal competence
- Psychological competence
- Cognitive competence
- Critical thinking competence
- Negotiating competence
- Competence in systems analysis
- Competence in providing constructive feedback
- Procedural competence of the mediator
- Leadership competence
- Time management competence.

Each training module develops specific competences, according to the outline indicated in this competency framework:

NO.	TOPIC/MODULE	COMPETENCES TO BE ACQUIRED/IMPROVED
1.	Module 1: THE BASICS OF MEDIATION. The concept, principles and structure of mediation. The professional activities of a mediator. Preparation for mediation. Determining the suitability of a dispute for mediation. Mediator's Opening Statement.	- Competence in conflict management using mediation - Conflict resolution competence - Legal competence - Cognitive competence - Critical thinking competence - Competence in systems analysis - Procedural competence of the mediator.
2.	Module 2: INTRODUCTION TO CONFLICT RESOLUTION. Conflicts and their resolution. Positions and interests. Initial statements by the parties and identification of issues to be resolved. The map of the conflict. Parties Opening Statement.	- Competence in conflict management using mediation - Collaborative competence - Competence in initiative and creativity - Conflict resolution competence - Psychological competence - Critical thinking competence - Negotiating Competence - Competence in systems analysis - Competence in providing constructive feedback - Procedural competence of the mediator - Leadership competence.
3.	Module 3: THE ROLE AND TOOLS OF THE MEDIATOR.	- Collaborative competence - Competence in initiative and creativity - Conflict resolution competence - Psychological competence - Critical thinking competence - Negotiating competence

	The role of the mediator and the tools to be used. The exploration of parties' interests. Setting Mediation Agenda Identifying Interests.	<ul style="list-style-type: none"> - Competence in providing constructive feedback - Procedural competence of the mediator - Leadership competence - Time management competence.
4.	Module 4: MEDIATOR'S COMMUNICATION AND NEGOTIATION TECHNIQUES. FEATURES OF FAMILY MEDIATION. Emotions in mediation. Overcoming mediation impasses. Caucus.	<ul style="list-style-type: none"> - Competence in conflict management using mediation - Collaborative competence - Competence in initiative and creativity - Conflict resolution competence - Legal competence - Psychological competence - Critical thinking competence - Negotiating competence - Procedural competence of the mediator - Leadership competence - Time management competence.
5.	Module 5: NEGOTIATIONS. Negotiation as the basis for mediation. Continuing the identification of interests in separate meetings.	<ul style="list-style-type: none"> - Collaborative competence - Competence in initiative and creativity - Conflict resolution competence - Psychological competence - Cognitive competence - Critical thinking competence - Negotiating competence - Procedural competence of the mediator - Leadership competence - Time management competence.
6.	Module 6: MEDIATION ROLE PLAYS. Development of practical skills in mediation. Simulations of family, civil and labour disputes. End of mediation.	<ul style="list-style-type: none"> - Competence in conflict management using mediation - Collaborative competence - Competence in initiative and creativity - Conflict resolution competence - Psychological competence - Critical thinking competence - Negotiating competence - Competence in providing constructive feedback - Procedural competence of the mediator - Leadership competence - Time management competence.
7.	Module 7: FINAL EXAM: Mediation role plays - evaluation.	<ul style="list-style-type: none"> - Competence in conflict management using mediation - Collaborative competence - Conflict resolution competence - Critical thinking competence - Competence in providing constructive feedback - Procedural competence of the mediator - Leadership competence - Time management competence.