

48+ ACADEMIC HOURS IMI CERTIFIED MEDIATION TRAINING PROGRAM MEDIATION TRAININGS FOR BEGINNERS

In all spheres of social life, we encounter conflicts that require specific knowledge and skills to manage them effectively. Mediation is the involvement of an impartial third party intervening in a conflict between parties to facilitate communication between them and to help them find mutually acceptable solutions. Mediation is one of the most rapidly developing and increasingly widely used dispute resolution methods in Lithuania and abroad and is characterised by its great versatility. Mediation is well suited for resolving interpersonal conflicts in schools, healthcare institutions, social services, workplaces, and can be used to resolve a wide range of legal disputes, both before and during court proceedings. With more people equipped with the competences required for mediation, more complex conflict situations in our society will be resolved peacefully and sustainably, saving time and money, and reducing the workload of dispute resolution institutions. The training complies with the requirements for mediation training and the Mediator Qualification Examination Programme [approved by the Minister of Justice of the Republic of Lithuania](#).

The aim of this programme - to provide knowledge and help to gain practical skills in the field of mediation.

Objectives:

1. To provide theoretical knowledge on the concept, principles, process and specific features of mediation in the different conflicts.
2. To develop participants' skills in facilitating communication, negotiation and risk assessment.
3. To develop empathy, openness, tolerance, creativity, cooperation and other personal qualities necessary for constructive conflict resolution.

The **"Mediation Trainings for Beginners"** is primarily intended for individuals who seek to acquire the competencies necessary for mediators and achieving the status of the mediator, which allows them to officially provide mediation services in Lithuania. However, the training will also be useful for those who simply seek personal development and, although they do not plan to work as mediators, want to have more knowledge and skills in the field of conflict resolution in their professional activities and personal life. The training will be perfect for human relation specialists, communicators, social workers, case managers, child protection specialists, managers of various levels, coordinators of various projects, social pedagogues and other teachers, police officers, pre-trial investigation officers, prosecutors, judges, lawyers and everyone else who are interested in conflict management. Training participants will improve their cooperation, critical thinking, conflict management, and process administration competencies: they will acquire theoretical and psychological preparation for mediator's activities. Participants will improve their competences in cooperation, critical thinking, conflict management, and process administration: they will acquire theoretical and psychological preparation for mediation activities.

The full duration of training (excluding breaks) and individual work is 68 academic hours (51 training hours). Training in general is carried out onsite. Thus participants of the program in addition are provided with readings and video materials for individual studies, which should be reviewed before a particular day of training.

Face-to-face teaching 56 academic (42 training) hours 80%

Asynchronous distance teaching 12 academic (9 self-training) hours 20%

Duration of face-to-face theoretical work: 18 % (9 academic hours)

Duration of face-to-face practical work: 83 % (47 academic hours)

Each of 7 modules consists of 8 academic hours (45 min.) including 2 coffee breaks (15 minutes) and lunchbreak (1 hour).

COURSE OUTLINE:

DAY 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.

9:00-16:30

Face to face work: 7 hours 30 min (Training 6 hours (8 academic hours) + 90 minutes breaks)

TIME	THE BASICS OF MEDIATION		ACTIVITY DURATION, MIN	TRAINING DURATION, MIN
9.00 - 10.30	PRACTICE	Introduction of a program, welcome.	15	90
	PRACTICE	Work in small groups present visually the concept and objectives of mediation	15	
	THEORY	The mediation system in Lithuania	30	
	THEORY	Professional activities and responsibilities of a mediator.	30	
10.30 - 10.45	COFFEE-BREAK		15	
10.45 - 12.15	THEORY	Principles of mediation and their importance in the mediation process: Voluntariness, Confidentiality Impartiality and neutrality of the mediator, Informality of the process, Cost-effectiveness of the process, Universality of the process, etc.	30	90
	PRACTICE	Case studies and group discussions analysing mediation principles	60	
12.15 - 13.15	LUNCH-BREAK		60	
13.15 -14.45	THEORY	Participants and structure of the mediation. Preparation for mediation. Determining the suitability of a dispute for mediation.	20	90
	PRACTICE	Group game to identify the importance of each mediation stage.	10	
	PRACTICE	Pair work, Role Play of initial mediation Phone Call.	60	
14.45 – 15.00	COFFEE-BREAK		15	
15.00 -16.30	PRACTICE	Role-play: Emphasis on a stage - Mediator's Opening	60	90
	PRACTICE	Group Reflection for a Stage Identification of Issues to be Addressed.	15	
	PRACTICE	Closing circle: reflection, homework.	15	
Total:			450	360

DAY 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.

9:00-16:30

Face to face work: 7 hours 30 min (Training 6 hours (8 academic hours) + 90 minutes breaks)

TIME	INTRODUCTION TO CONFLICT RESOLUTION		ACTIVITY DURATION, MIN	TRAINING DURATION, MIN
9.00 - 10.30	PRACTICE	Introduction of a day program, welcome.	15	90
	PRACTICE	The concept of a conflict. Group work and discussion.	15	
	THEORY	Definition of a dispute. The relationship between the concepts of conflict and dispute. The concepts of civil and administrative dispute.	10	
	PRACTICE	Group work in regard of identifying different causes and types of conflict.	50	
10.30 - 10.45	COFFEE-BREAK		15	
10.45 - 12.15	THEORY	Stages of conflict. Escalation and de-escalation of conflict.	10	90
	PRACTICE	Watching video, Individual Case analysis, group discussion	25	
	THEORY	Positions, interests, needs.	10	
	PRACTICE	Role-Play, case analysis	45	
12.15 - 13.15	LUNCH-BREAK		60	
13.15 -14.45	THEORY	The styles of conflict resolution: adversarial, collaborative, compromise, avoidance and accommodation. Tools for conflict resolution.	20	90
	PRACTICE	Role – Play, Discussion in regard of advantages and disadvantages of conciliatory and adversarial dispute resolution.	70	
14.45 – 15.00	COFFEE-BREAK		15	
15.00 -16.30	PRACTICE	Role-play. Emphasis on a Stage Parties Opening Statement	60	90
	PRACTICE	Group Reflection for a Stage Parties Opening Statement	15	
	PRACTICE	Closing circle: reflection, homework.	15	
Total:			450	360

DAY 3

Module 3: THE ROLE AND TOOLS OF THE MEDIATOR: The role of the mediator and the tools to be used. The exploration of parties' interests. Setting Mediation Agenda Identifying Interests.

9:00-16:30

Face to face work: 7 hours 30 min (Training 6 hours (8 academic hours) + 90 minutes breaks)

TIME	THE ROLE AND TOOLS OF THE MEDIATOR		ACTIVITY DURATION, MIN	TRAINING DURATION, MIN
9.00 - 10.30	PRACTICE	Association game with cards from DIXIT game.	15	90
	THEORY	Definition and functions of a mediator. Co-mediation.	10	
	PRACTICE	Discussion in pairs analysing applicability of different mediation styles.	20	
	PRACTICE	Features of verbal and non-verbal communication: Skill-building activities in groups recognising non-verbal communication signs.	45	
10.30 - 10.45	COFFEE-BREAK		15	
10.45 - 12.15	THEORY	Communication techniques of the mediator: paraphrasing, neutralisation, reframing.	10	90
	PRACTICE	Individual task practising paraphrasing, neutralizing, reframing.	20	
	THEORY	Techniques of testing the realism and feasibility of ideas. SMART, GROW, WOOP models.	10	
	PRACTICE	Role -Play	40	
12.15 - 13.15	LUNCH-BREAK		60	
13.15 -14.45	THEORY	Problem-solving techniques: separating people from problems; positions v. interests; win-win options; relying on objective evaluation criteria.	30	90
	PRACTICE	Work in small groups: Developing problem – solving solutions. Applying the theoretical concepts covered during the session	60	
14.45 - 15.00	COFFEE-BREAK		15	
15.50 -16.30	PRACTICE	Role-play. Emphasis for a Stage - Setting Mediation Agenda Identifying Interests	70	90
	PRACTICE	Group Reflection for a Stage Setting Mediation Agenda Identifying Interests	20	
	PRACTICE	Closing circle: reflection, homework.	10	
Total:			450	360

DAY 4

Module 4: MEDIATOR'S COMMUNICATION AND NEGOTIATION TECHNIQUES. FEATURES OF FAMILY MEDIATION. Emotions in mediation. Overcoming mediation impasses. Caucus.

9:00-16:30

Face to face work: 7 hours 30 min (Training 6 hours (8 academic hours) + 90 minutes breaks)

TIME	MEDIATOR'S COMMUNICATION AND NEGOTIATION TECHNIQUES. FEATURES OF FAMILY MEDIATION		ACTIVITY DURATION, MIN	TRAINING DURATION, MIN
9.00 - 10.30	PRACTICE	Refreshment group work, discussion	10	90
	PRACTICE	Exploiting and managing emotions in mediation: Individual work, case analysis	30	
	PRACTICE	Role - Play	50	
10.30 - 10.45	COFFEE-BREAK		15	
10.45 - 12.15	THEORY	Techniques for overcoming impasses in mediation.	20	90
	PRACTICE	Watching video, Individual Case analysis, work in small groups	70	
12.15 - 13.15	LUNCH-BREAK		60	
13.15 -14.45	THEORY	The peculiarities of family disputes: the psychological vulnerability of the disputants, the abundance of emotions, the need to preserve the relationship. Impact of domestic violence in mediation.	30	90
	PRACTICE	Watching video, group analysis. Role - Play	60	
14.45 - 15.00	COFFEE-BREAK		15	
15.00 -16.30	PRACTICE	Role-play. Emphasis for a Stage - Caucus	60	90
	PRACTICE	Group Reflection for a Stage Caucus	20	
	PRACTICE	Closing circle: reflection, homework.	10	
Total:			450	360

DAY 5

Module 5: NEGOTIATIONS: Negotiation as the basis for mediation. Continuing the identification of interests in separate meetings.

9:00-16:30

Face to face work: 7 hours 30 min (Training 6 hours (8 academic hours) + 90 minutes breaks)

TIME	NEGOTIATIONS		ACTIVITY DURATION, MIN	TRAINING DURATION, MIN
9.00 - 10.30	PRACTICE	Introduction of a day program, welcome. Q&A	10	90
	THEORY	Negotiation - the basis of mediation or why does a mediator need to know about negotiation? Factors influencing the behaviour of the parties in negotiations Integrative/distributive, positive/negative negotiations;	10	
	PRACTICE	Negotiations Role-Play Practical tasks recognising different negotiation styles.	70	
10.30 - 10.45	<i>COFFEE-BREAK</i>		15	
10.45 - 12.15	THEORY	ZOPA: Initial offer Formulating and presenting the initial offer. Identification of the best and worst alternatives to a negotiated agreement (BATNA and WATNA). Disclosure, withholding, Questioning. Discounting rules and mistakes. Dividing the difference. Etc.	20	90
	PRACTICE	Negotiations Role Play	70	
12.15 - 13.15	<i>LUNCH-BREAK</i>		60	
13.15 -14.45	THEORY	Assisting parties to negotiate in mediation. Negotiation techniques. Negotiation finalisation, drafting an agreement.	20	90
	PRACTICE	Role-Play	70	
14.45 - 15.00	<i>COFFEE-BREAK</i>		15	
15.00 -16.30	PRACTICE	Role-play. Emphasis for a Stage – Joint Session	60	90
	PRACTICE	Group Reflection for a Stage Joint Session	20	
	PRACTICE	Closing circle: reflection, homework.	10	
Total:			450	360

DAY 6

Module 6: MEDIATION ROLE PLAYS. Development of practical skills in mediation. Simulations of family, civil and labour disputes. End of mediation.

9:00-16:30

Face to face work: 7 hours 30 min (Training 6 hours (8 academic hours) + 90 minutes breaks)

TIME	MEDIATION ROLE PLAYS		ACTIVITY DURATION, MIN	TRAINING DURATION, MIN
9.00 - 11.30	PRACTICE	Refreshment group work, discussion	10	90
	THEORY	The rules for mediation simulation. The rules for self-reflection. Recalling the features of the stage "Mediator's Opening Statement".	10	
	PRACTICE	Simultaneous Mediation Role Play. Civil Dispute	60	
	PRACTICE	Group reflection, discussion.	10	
11.30 - 11.45	COFFEE-BREAK		15	
11.45 - 12.15	THEORY	Recalling the features of the stages "Parties Opening Statement" and „Identifying interests and setting mediation agenda“	10	90
	PRACTICE	Simultaneous Mediation Role Play. Family Dispute	70	
	PRACTICE	Group reflection, discussion	10	
12.15 - 13.15	LUNCH-BREAK		60	
13.15 - 14.45	THEORY	Recalling the features of the stage "Caucus"	10	90
	PRACTICE	Simultaneous Mediation Role Play. Family Dispute	70	
	PRACTICE	Group reflection, discussion	10	
14.45 - 15.00	COFFEE-BREAK		15	
15.00 -16.30	THEORY	Recalling the features of the stage „Generating solutions, Reality Test, End of mediation“	10	90
	PRACTICE	Simultaneous Mediation Role Play. Labor Dispute	70	
	PRACTICE	Group reflection, discussion	10	
Total:			450	360

DAY 7**Module 7: Final Exam: MEDIATION ROLE PLAYS - EVALUATION.**

Face to face work: 7 hours 30 min (Training 6 hours (8 academic hours) + 90 minutes breaks)

TIME	ASSESSMENT DAY. FINAL EVALUATION. CERTIFICATION.		ACTIVITY DURATION, MIN	TRAINING DURATION, MIN
<i>9.00 - 9.30</i>	INFORMATION	Introducing the evaluation system to participants. Q&A	30	100
<i>9.30 - 10.40</i>	ROLE-PLAY 1	Practical assessment of competencies. Simultaneously can be working from 1 to 5 groups.	60	
	FEEDBACK	Short feedback and Q&A	10	
<i>10.40 - 10.50</i>	<i>COFFEE-BREAK</i>		10	
<i>10.50 - 12.00</i>	ROLE-PLAY 2	Practical assessment of competencies. Simultaneously can be working from 1 to 5 groups.	60	70
	FEEDBACK	Short feedback and Q&A	10	
<i>12.00 - 12.40</i>	<i>LUNCH-BREAK</i>		40	
<i>12.40-13.50</i>	ROLE-PLAY 3	Practical assessment of competencies. Simultaneously can be working from 1 to 5 groups.	60	70
	FEEDBACK	Short feedback and Q&A	10	
<i>13.50 - 14.00</i>	<i>COFFEE-BREAK</i>		10	
<i>14.00 -15.10</i>	ROLE-PLAY 4	Practical assessment of competencies. Simultaneously can be working from 1 to 5 groups.	60	70
	FEEDBACK	Short feedback and Q&A	10	
<i>15.10 - 15.20</i>	<i>COFFEE-BREAK</i>		10	
<i>15.20 -16.30</i>	ROLE-PLAY 5	Practical assessment of competencies. Simultaneously can be working from 1 to 5 groups.	60	70
	FEEDBACK	Short feedback and Q&A	10	
Total:			450	380