

ADR HELLENIC CENTER

APPLICATION FOR IMI CERTIFIED TRAINING PROGRAM

September 9th, 2021

INTRODUCTION & BACKGROUND

The Alternative Dispute Resolution Hellenic Center, known by the acronym ADR h c, was established in Thessaloniki – Greece in 2012, by a group of experts in the field of justice and mediation. Its mission is to contribute to the promotion of alternative dispute resolution and particularly mediation in the area of civil, commercial, medical / bioethics and family law in Greece.

ADR h c is the **only Greek mediation training services provider** that has been certified by the Ministry of Justice to offer mediation training services (since it fulfils all criteria set by law for a training center).

Since 2016 ADR Hellenic is an IMI Qualifying Assessment Program for Certified Mediators.

ADR h c main areas of intervention have been:

- Lobbying and advocacy for establishment of the legal framework for mediation in Greece;
- Establishment of mediation networks in the main cities of Greece;
- Raising awareness in the area of mediation, negotiation, facilitation, reconciliation, restorative justice, peer mediation, etc., tailored to the needs of state institutions, civil society actors, local government and schools;
- Capacity building through training programs in ADR/Mediation at basic and advanced level.
- ADR h c is certified by the Ministry of Justice for providing mediator training services.
- ADR h c is already providing "basic", "advanced" and "advocacy" mediation training programs in collaboration with the Mediators Training Institute of Alexandroupolis.
- ADR Hellenic Center is also providing 1) general "advocacy mediation" courses, 2) advocacy mediation courses with specialization in banking, and 3) advanced courses for mediators with specialization in family mediation. All the above are provided in collaboration with the University of Macedonia, which is one of the best universities for economics in Greece. In addition, the program is fully certified by the University of Macedonia.
- ADR h c is providing medical mediation seminars in a postgraduate program in bioethics at the medical school of the Aristotle University of Thessaloniki.

- ADR h c is in the process of organizing bioethical mediation training programs in the medical school of the Aristotle University (under a PhD program).

ADR HELLENIC COMPETENCY FRAMEWORK

CONTENT AND SKILLS REQUIREMENTS

Mediator's qualities

Appropriate manners while conducting the mediation process
 Use of appropriate non-verbal communication
 Responding in a positive way to others
 Appreciation of different values and preferences
 Building authentic and valuable rapport
 Sensitivity to others' problems
 Evaluating all input
 Sense of humor
 Showing respect to all
 Use of paraphrasing
 Keeping mental notes
 Alertness to emotional needs
 Creating a secure setting
 Ability to talk freely and openly to all parties
 Ability to accept feelings of all parties
 Ability to listen actively
 Ability to analyze problems, identify and separate the issues involved, and reframe these issues for resolution or decision-making
 Ability to identify and separate the mediator's personal values from issues under consideration

Procedural skills

Ability to treat the parties equally and fairly
 Patience
 Including all
 Sustaining optimism
 Flexibility
 Use of positive language
 Turning negative language to positive
 Ability to use clear neutral language in speaking and in writing
 Gathering information with the use of open questions
 Testing comprehension with the use of closed questions
 Testing possible solutions with the use of hypothetical questions
 Reality check with the use of challenging questions
 Effective use of silence
 Ability to help parties invent creative options
 Ability to screen out issues that cannot be resolved via mediation

Ability to help the parties identify their own BATNAs and WATNAs

Negotiation skills

Using information strategically
Helping parties to use information positively
Identification of key points
Dealing with interruptions
Dealing with power imbalance
Dealing with inappropriate behaviors
Moving from the past to the future
Moving from rights and obligations to interests and needs
Avoiding impasse
Helping the parties help themselves
Making long-term decisions
Ability to earn trust and develop rapport

Case management skills

Maintaining timetables
Avoiding redundant time
Using visual aids (i.e. power-point slides, overhead projector, video-recorder etc...)
Keeping the parties informed