

ADR HELLENIC CENTER

Training for Trainers Program (maximum 8 delegates)

The AIM

To assist participants in developing skills for delivering mediator skills training

OBJECTIVES for the course

By the end of the course participants will be able to:

- Recognize the needs of adult learners
- Distinguish the skills and approaches of presenting and facilitating
- Introduce themselves to a learning group with confidence
- Present a topic so as to engage an audience and convey information / ideas
- Explain an exercise method so as to achieve its purpose
- Facilitate discussion and learning using a range of intervention styles
- Understand techniques for providing coaching and feedback to learners
- Practice using a competency framework to assess mediator competence

Indicative Delegate's Programme

Day 1

8.45	<i>Arrival</i>
9.00	Introduction to the course
	Ground rules
	how we will work

learner-centred ethos / congruent with mediation

- workbook
- stick to time / mobiles / what else?
- feedback guidelines reminder

9.20

Faculty Introductions

- individually as if at beginning of course
- feedback after each one

Congruence with mediator role / differences

Competencies for Mediators

Competencies and training skills

How you currently see your strengths as a trainer

What do you want to work on during these three days?

10.45

Break

11.00

Review of 5-day programme

Identify trainer roles

What did you learn about running the course from being a participant?

What might be difficult as a trainer?

11.40

Practice: 3 x 20 minutes

(10 minutes intro presentations + 10 minutes feedback)

Presenter B / feedback from D: Course aims and objectives (11.45)

Presenter C / feedback from F: Ground rules / how we work (12.05)

Presenter E / feedback from A: Learning cycle (12.25)

12.45

Lunch

13.45

Setting up exercises

Practice: 3 x 20 minutes

(10 minutes set up + 10 minutes feedback)

Presenter 13.55 - 14.15: set up X/Y game

Presenter 14.15 - 14.35: set up demo and parallel case

Presenter 14.35 - 14.55: phases of mediation

Presenter 14.55 - 15.15: set up communication skills exercise

15.15

Break

15.30

Presenter 15.30 -15.55 Preparation phase of mediation (select)

Presenter 15.55 - 16.15: Concluding phase of mediation (select)

Review of Presentation skills

Review of the day

Preview day 2

The role of the coach is key to the quality of learning

- what makes a good coach?
- Coaching guidelines

Set up coaching sessions for tomorrow / allocate roles

17.00 *Close of Day 1*

Day 2

8.45 *Arrival*

9.00 Thoughts from yesterday

9.15 Styles of Intervention

Coaching session

(20 mins coaching +10 mins feedback + 5 mins feedback on feedback)

Coach F 10.10 - 10.30: 10.30 - 10.45 (B to F : E to B)

10.45 *Break*

11.00 Coaching session

(20 mins coaching +10 mins feedback+ 5 mins feedback on feedback)

Coach E 11.00 - 11.20 : 11.20 - 11.35 (A to E : D to A)

Coach D 11.35 - 11.55 : 11.55 - 12.10 (F to D: C to F)

Coach C 12.10 - 12.30 : 12.30 - 12.45 (E to C : B to E)

12.45 *Lunch*

13.45 Coaching session

(20 mins coaching +10 mins feedback+ 5 mins feedback on feedback)

Coach B 13.45 - 14.05 : 14.05 - 14.20 (D to B : A to D)

Coach A 14.20 - 14.40 : 14.40 - 14.55 (C to A: F to C)

Personal debrief in pairs (10 minutes each)

15.15 *Break*

15.30 Learning points re Personal debrief

- Saving face for the poorer performer

Possible topics for the Group debrief

New Material - Lawyers involvement graph

What makes a good Facilitator?

Preview of Day 3

17.00 *Close of Day 2*

Day 3

8.45 *Arrival*

9.00 Review of learning

9.15 Facilitating - practice sessions (15/20 mins + 10/5 mins feedback per person)

Facilitator D	9.15 - 9.40	Skills debrief on participants introductions exercise (B)
Facilitator E	9.40 - 10.05	X/Y debrief (I will devise an imaginary grid) (C)
Facilitator F	10.05 - 10.30	Opening and exploration plenary (D)

10.30 *Break*

10.45 Facilitating - practice sessions (15/20 mins + 10/5 mins feedback per person)

Facilitator A /	10.45 - 11.10	Questions exercise (E)
Facilitator B	11.10 - 11.35	Bargaining plenary - breaking deadlock exercise (F)
Facilitator C	11.35 - 12.00	Matching exercise intro /debrief (A)

The Demonstration

- purpose of demonstration
- what are you seeking to demonstrate?

Roles: the mediator and the commentator

- 15 minutes mediation - commentator uses flipchart
- 5 minutes skills debrief by commentator
- 5 minutes feedback to Mediator
- 5 minutes feedback to commentator

12.15	Mediator A	OPENING	12.15 - 12.45	(F to A)
	Commentator B			(C to B)
	Role players E (Robin) and D (YC Chan)			

12.45 *Lunch*

13.45	Mediator C	EXPLORATION 1	13.45 - 14.15	(B to C)
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	Commentator D			(E to D)
	Role players A (Robin) and F (YC Chan)			
	Mediator E	EXPLORATION 2	14.15 - 14.45	(D to E)
	Commentator F			(A to F)
	Role players C (Robin) and B (YC Chan)			
	Mediator B	BARGAINING 1	14.45 - 15.15	(A to B)
	Commentator C			(F to C)
	Role players E (Robin) and D (YC Chan)			
15.15	<i>Break</i>			
15.30	Mediator D	BARGAINING 2	15.30 - 16.00	(C to D)
	Commentator E			(B to E)
	Role players A (Robin) and F (YC Chan)			
	Mediator F	CONCLUDING (joint meeting)	16.00 - 16.30	(E to F)
	Commentator A			(D to A)
	Role players C (Robin) and B (YC Chan)			
16.30	What next?			
	- working as a team - supporting each other			
	- observing the course next week			
	Evaluation sheet			
17.00	<i>Preview of Day 3 and preparing the assesment</i>			

Day 4

9.00-18.00

Assessment

90 minutes oral presentation (any kind of subject you can choose) in front of the others delegates and the trainers.

Then we give personal feedback.

And 15 days later we announce the results.