

9:30 – 18:30

MODULE 1

KNOWLEDGE DEVELOPMENT

The course Model and Outline

- **MEDIATION REGULATIONS AND LEGISLATIVE OVERVIEW** – 2008/52/CE-II D. Lgs. 28/2010 – DM 180/2010
- **WHAT IS MEDIATION – THE ORGANISM – THE MEDIATOR ROLE**
Steps of mediation and the mediator's role within each step
- **THE MEDIATOR INTRODUCTION**
- **THE FIRST MEETING**

This section will be taken by making an overview and explanations from the trainer, it is a knowledge part

SKILLS DEVELOPMENT TOPICS

Communication strategies (S.O.L.E.R.)

- **SOLER** (Sit squarely, Open posture, Lean towards the other, Eye contact, Relax)
- **SURETY** (which stands for Sit at an angle, Uncross legs and arms, Relax, Eye contact, Touch, Your intuition)
- **Recognising and dealing with resistance and reluctance in client and/or mediator.**
- **Forms of listening skills. Active Listening.**

This section is carried on through Videos if any, , interactive exercises, pair/triad discussion, role play, group discussion/constructive feedback, self-reflected journal

COMPETENCIES

Ethical, legal and professional guidelines- Trainer will explain the principles of each competencies based on local jurisdictions requirements, through the lecture of the Regulations, and Ethic Code, and open discussion with practical examples-

- **Confidentiality**
Is aware of professional boundaries and refers on to another professional as appropriate
- **Communicates clearly, confidently and credibly with the client.**

**THE DAILY SESSION IS SO DIVIDED: THE FIRST PART OF THE DAY -LECTURING 1 HOUR - EXERCISE AND DISCUSSION 3 HOURS
THE SECOND PART OF THE DAY - ROLE PLAYING AND FEEDBACK 4 HOURS**

9:30 – 18:30

MODULE 2

KNOWLEDGE DEVELOPMENT

- RISK AND BENEFIT MEDIATION ANALYSIS
- DESCRIPTION, PRESENTATIONS AND COMPARISON OF THE DIFFERENT TYPES OF ADR
- OVERVIEW OF THE OBJECTIVES OF MEDIATION
- MED ARB AS HIBRID APPLICATION PROCESS

This section will be taken by making an overview and explanations from the trainer, it is a knowledge part

SKILLS DEVELOPMENT TOPICS

- BA TNA WA TNA PA TNA RAPTA AND ZOPA
- QUESTIONING TECHNIQUES: OPEN AND CLOSED QUESTIONS PARAPHRASING AND SUMMURIZING

This section is carried on through Videos if any, , interactive exercises, pair/triad discussion, role play, group discussion/constructive feedback, self-reflected journal

COMPETENCIES

Procedural & Relationship skills

- Process management skills
- Establishing the ADR agreement and outcomes
- Establishes clear roles, responsibilities and boundaries between the different stakeholders, including mediator and client
- Establishing a trust-based relationship with the client

**THE DAILY SESSION IS SO DIVIDED: THE FIRST PART OF THE DAY -LECTURING 1 HOUR - EXERCISE AND DISCUSSION 3 HOURS
THE SECOND PART OF THE DAY - ROLE PLAYING AND FEEDBACK 4 HOURS**

9:30 – 18:30

MODULE 3

KNOWLEDGE DEVELOPMENT

- HOW TO WRITE A MEDIATION MINUTE RELATIONSHIP WITH PERSONS INVOLVED (Lawyers, Clients, Consultants)
- THE PROPOSAL FROM THE MEDIATOR
- TECHNICAL AND PROFESSIONAL CONSULTANCY IN MEDIATION
- THE MEDIATOR'S TOOLKIT

This section will be taken by making an overview and explanations from the trainer, it is a knowledge part

SKILLS DEVELOPMENT TOPICS

CONTRACTING – WRITING MINUTES AND PROPOSALS

Ways of responding to the diverse behaviours of the parties

- Dealing with impasses
- Breaking deadlocks
- Understanding defence mechanisms

This section is carried on through Videos if any, , interactive exercises, pair/triad discussion, role play, group discussion/constructive feedback, self-reflected journal

COMPETENCIES

Procedural & Relationship skills

- Designing strategies and actions
- Raising awareness and insight
- Treat people equally and fairly, with respect and dignity
- Adapts communication style to reflect the client's needs
- Maintain an atmosphere conducive to communication

**THE DAILY SESSION IS SO DIVIDED: THE FIRST PART OF THE DAY -LECTURING 1 HOUR - EXERCISE AND DISCUSSION 4 HOURS
THE SECOND PART OF THE DAY - ROLE PLAYING AND FEEDBACK 4 HOURS**

9:30 – 18:30

MODULE 4

KNOWLEDGE DEVELOPMENT

- **OPTING FOR SEPARATE SESSIONS**
- **IDENTIFYING THE RIGHT TIME TO CALL FOR CAUCUS**
- **TIME OUT - JOINT SESSIONS - CHANGE OF VENUE, CO-MEDIATION - CHANGES OF MEDIATOR**

This section will be taken by making an overview and explanations from the trainer, it is a knowledge part

SKILLS DEVELOPMENT TOPICS

- **Negotiation strategies and skills to manage the content of the dispute.**
- **Brainstorming**
- **Framing and reframing – reformulating**
- **Evaluating process and progress**
- **Recognition and Management of emotions**

This section is carried on through Videos if any, , interactive exercises, pair/triad discussion, role play, group discussion/constructive feedback, self-reflected journal

COMPETENCIES

Designing strategies and actions

Pays close attention to the client, staying fully present and engaged

- **Remains focused on the agreed client agenda and outcomes**
- **Acts flexibly whilst staying aligned to mediation approach**
- **Stays aligned to personal values of the client**

- ***THE DAILY SESSION IS SO DIVIDED: THE FIRST PART OF THE DAY -LECTURING 1 HOUR - EXERCISE AND DISCUSSION 3 HOURS THE SECOND PART OF THE DAY - ROLE PLAYING AND FEEDBACK 4 HOURS***

9:30 – 18:30

MODULE 5

KNOWLEDGE DEVELOPMENT

- CROSS BORDER AND MULTI-CULTURAL MEDIATION PARADIGMS
- ANALYSIS OF THE MOST RECENT SENTENCES

This section will be taken by making an overview and explanations from the trainer, it is a knowledge part

SKILLS DEVELOPMENT TOPICS

- Multiple perspective taking/consideration
- Evaluating and exploring options to facilitate the negotiation

This section is carried on through Videos if any, , interactive exercises, pair/triad discussion, role play, group discussion/constructive feedback, self-reflected journal

COMPETENCIES

- Maintains an outcome-focused approach
- Asks powerful questions that move the client forwards towards the agreed outcome.

**THE DAILY SESSION IS SO DIVIDED: THE FIRST PART OF THE DAY -LECTURING 1 HOUR - EXERCISE AND DISCUSSION 3 HOURS
THE SECOND PART OF THE DAY - ROLE PLAYING AND FEEDBACK 4 HOURS**

9:30 – 18:30

MODULE 6

KNOWLEDGE DEVELOPMENT

- CLOSING AND IMPLEMENTATION
- CONCLUDING THE BEST AVAILABLE AND WORKABLE OUTCOME
- FORMULATING AND FINALIZING FINAL OFFER
- WHAT IS THE BEST AGREEMENT?
- FINAL PROCEDURE OPTIONS
- HYBRID AND PROPOSAL SETTLEMENT FINAL FORMALITIES AND POSSIBLE CONTINGENT DOCUMENTATION

This section will be taken by making an overview and explanations from the trainer, it is a knowledge part

SKILLS DEVELOPMENT TOPICS

- Dealing with incomplete / partial settlement or inability to settle
- WRITING A BEST AGREEMENT- CASE STUDY PRACTICAL EXAMPLE

This section is carried on through Videos if any, , interactive exercises, pair/triad discussion, role play, group discussion/constructive feedback, self-reflected journal

COMPETENCIES

- Fulfils all ADMINISTRATIVE SKILLS as outlined in sections 5 of the competency framework
- Fulfils closure techniques and the settlement process
- Managing self and maintaining professional presence
- Undertaking continuous professional development
- **FINAL EXAM - TEST**