



Training Course for certified mediators (m/f/d) according to the certified mediator training ordinance

No	Title	Content	Hrs.	Dates
1	<b>Introduction, overview and introduction to mediation</b>	<p>History, basics, fields of application</p> <p>Attitude, principles, roles, models, demarcation, overview of the phases of mediation,</p> <p>Conflict theory (conflict factors, conflict dynamics and conflict analysis; escalation levels; conflict types) Recognition of conflict dynamics (interactive),</p> <p>Law of Mediation (Legal framework conditions: Mediator Contract, Confidentiality, Remuneration Issues, Liability, Fundamentals of the Legal Services Act)</p> <p>Communication and work techniques (interactive), role definition, role conflicts</p> <p>Task and self-image of the mediator (in particular appreciation, respect and inner attitude), impartiality, neutrality and professional distance to the medians and the conflict.</p> <p>Practical focus: Phase 0 (preliminary discussion, hypothesis formation), Phase 1 (work alliance, clarification of assignment)</p>	24	XXX
2	<b>Communication competence and solution orientation</b>	<p>Communication and questioning techniques (interactive), development and evaluation of solution options, creative techniques, visualisation and moderation techniques,</p> <p>Details of the phases of mediation in theory and practice simulation:</p> <p>Phase 1: Mediation contract, discussion rules, presentation of the offer as mediator, clarification of the contract</p> <p>Phase 2: uninterrupted time, substance collection, thematic survey and prioritisation</p> <p>Phase 3: Interest research (interests behind the positions, Window I and II, common points of reference)</p>	24	XXX
3	<b>Conflict and negotiation competence on a psychological basis</b>	<p>Findings of brain research on behaviour in conflicts, power. Fairness and Justice in Psychology and Mediation</p> <p>Dealing with the feelings of the mediator and the median, self-reflection (e.g. awareness of one's own limits due to professional influence and socialisation, reflection of one's own conflict resolution style), recognition of conflict dynamics, intervention techniques.</p> <p>Negotiation techniques and competence, basics of negotiation analysis, intuitive negotiation, negotiation according to the Harvard concept/integrative negotiation techniques, distributive negotiation techniques, Excursus:</p>	24	XXX



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		<p>GRASP method</p> <p>Practical simulation: repetition of phases 1-3, practical focus phase 4 (collecting and evaluating options) and phase 5 (negotiating and agreeing)</p>		
<b>4</b>	<b>Law, ethics and special framework conditions</b>	<p>Role of the law in mediation, delimitation of permissible legal information and inadmissible legal advice, sensitisation to the recognition of legally relevant facts, participation of external advisors in mediation, legal significance and enforceability of the final agreement taking into account enforceability</p> <p>Final Agreement (SMART Check) and Final Ritual in Mediation</p> <p>Special features of different framework conditions and settings in mediation: in-house mediation, mediation in public space/citizen participation</p> <p>Individual discussions, co-/team mediation, multiparty mediation, shuttle mediation</p> <p>Preparation and follow-up of mediation procedures, documentation/protocol keeping</p> <p>Ethics and Religion in Mediation, Conflict Resolution Strategies in Different Religions</p> <p>Practical focus: Phase 5 (negotiation and agreement), practical simulation of co-mediation</p>	24	XXX
<b>5</b>	<b>Your own mediative style</b>	<p>Phase model, transformation approach and metaphor bridge - what fits when?</p> <p>Use of creative techniques: Pictures, sculptures, storytelling, psychodrama, Pythagorean cups</p> <p>Duplicating in mediation</p> <p>Resource-oriented self-reflection of own strengths and weaknesses</p> <p>Dealing with mistakes and failures</p> <p>Practical simulation of risks and challenges in mediation</p> <p>Final colloquium and ceremonial presentation of the certificates</p>	24	XXX