

ONLINE DELIVERY RESPONSE

Timeline for Moving to Online Delivery

In March of 2020 MTI recognized the need to bring our classroom online given the pandemic facing us. This reason was two-fold:

- We wanted to keep our staff at Eckerd College employed and revenue coming into the College. Revenue from our programs goes to scholarships for students at Eckerd College.
- It was our duty as a training organization to provide training for mediators and ensure that organizations could continue to be *Mediating Organizations* especially in the new era of Covid. We were already experienced in online training through our Leadership Development Institute programs that were conducted online.

Our content expert became certified in online mediation (40 hours of classroom training) to ensure we represented all issues with online mediation. Our Master Trainers began mediating online in their own private practices to be able to coach these new skills in the classroom.

We created and stood up our first course in May 2020. In 2020 we delivered 20 open enrollment programs and 2 custom courses and to date in 2021 (as of April 15th) we have delivered 8 programs. We have an additional 6 classes scheduled through mid 2021.

Structure

- MTI delivers the online course over a 6-day period vs. our traditional 5 days. We needed to allow for shorter times sitting behind a computer and more breaks. The schedule is attached.
- MTI utilizes a Learning Management System (LMS) to supplement our training and support our learners.
- We cover online mediation nuances throughout each session. Our participants are taught to mediate online through role play.

Content

- Participants learn the same content as the in person course and in the same order.
- Materials have been enhanced to contain online content, such as the nudging past impasse, standards of conduct, etc. This content will be taught when we return to the classroom as it is still relevant to those that may choose to practice online mediation.

Challenges faced and lessons learned

- We recognized the need for a “producer” to assist the instructor in the classroom. Our producers run all of the videos, watch for question if the instructor misses the hand raised or comments in the chat feature. The producer reinforces learning by explaining where to find materials in the LMS. The producer also helps to get participants to and from their breakout rooms and keep the training on track for time.
- Awareness of the environment was an early challenge for our instructors. We have instituted a policy of understanding and patience as not all of our participants may be familiar with online learning, the pace of the program and challenges they may face of other home occupiers.
- We utilize a professional green screen background of Eckerd College and MTI for our instructors to use during training.
- The experience and learning curve for us was the same as our participants may face. We feel very prepared to assist them in these challenges.

Previous Experience in Online Delivery

- MTI had previously trained participants in a one-day course for certification in the Conflict Dynamics Profile.
- MTI had hosted online forums (webinars) on a quarterly basis.
- MTI Master Trainers had conducted coaching sessions with participants after completion of the in-room training experiences.
- MTI has worldwide partnerships and has used online platforms for communication for several years with our partners so we could be *Face-to-Face*.
- We have a partnership with a secure online platform for mediators to conduct mediations, capture mediation notes, documents, schedule mediations and track their time.