

MEDIATION INTERNATIONAL  
TRAIN THE TRAINER PROGRAM OUTLINE.

Train the trainer, sometimes referred to as TTT, is an education model whereby individuals identified to teach, mentor or train others attend training themselves. Some may already be educators or trainers and are supplementing or reinforcing their skills, while others are receiving training for the first time.

### **New Skills and Information**

Trainers and coaches are exposed to new information, theories and skills through train-the-trainer models. They become more confident in their abilities and are motivated to disseminate the new information to others. Mediation International's programs use seasoned trainers to mentor novice trainers while they gain more experience.

Mediation International strongly believes in promoting from within. As such, we offer TTT courses for all our trainees and coaches (or aspiring trainers and coaches).

These courses are attended by invitation only.

Our TTT courses focus on areas that have been identified

- by lead trainers as requiring attention
- by students in their evaluation forms
- by trainers through their self-reflection
- by trainers through their peer assessments
- by coaches
- by others

The topics vary significantly yet are focussed on our main subject areas in our courses included but not limited to:

- Advanced Communication Skills
- Negotiation strategies
- Core Competencies
- Collaborative Discussion
- Advanced mediation processes and techniques
- Theories for identifying areas of agreement between the parties
- Ethical considerations
- Diversity issues

**Additionally we also focus on facilitation and coaching skills:  
Coach focused**

- Emotional Intelligence
- Empathy
- Building trust
- Communication skills
- Facilitating skills
- Active listening
- Reflecting
- Questioning skills
- Providing effective feedback
- Creating performance improvement plans
- Tact and diplomacy

### **Facilitator focused**

Rapport building  
Developing synergy  
Course design  
Designing activities to suit all types of learners  
Managing the room  
Setting guidelines  
The art of giving clear instructions  
Active listening  
Time management  
Gauging energy  
Flexibility and adaptability  
Facilitation