TRAINING OUTLINE

DAY ONE:

Introduction to Training 10 Minutes
Getting Started 10 Minutes
Understanding Conflict 20 Minutes
(Video) Mediation – Is it For You & Discussion 30 Minutes

Role of the Mediator 30 Minutes
Discussion of Stages of Mediation Process 10 Minutes
Demonstration & Practice of Opening Stages 10 Minutes

DAY TWO:

Introduction to Day Two 10 Minutes
What’s Your Style? Fight, Flight or Flow? 20 Minutes
Listening Activity 20 Minutes
Hearing Without Listening 15 Minutes
Anger Video and Discussion 30 Minutes
Responding to Anger 30 Minutes

BREAK

Don’t Pick on Me (Video and Discussion) 45 Minutes
All Points of View/Listening to Feelings 30 Minutes
Review of Mediation Process in Different Scenarios 20 Minutes
Remaining Neutral 20 Minutes

Break

Culture and How it Influences Mediation 20 Minutes
Video – An Invitation to Conversation & Dialogue 60 Minutes
Role Plays/ Mediation Process 60 Minutes

DAY THREE:

Introduction to last day of training 15 Minutes
Review of the Role of the Mediator 20 Minutes
Process Practice in Small Groups & Constructive Feedback 60 Minutes

Break

Reframing, Restating, Open Ended Question Review 20 Minutes
What Makes a Good Mediation Agreement? 20 Minutes
Process Practice of Agreements 20 Minutes
Focus on Solutions 30 Minutes
Review Segments of Video Beyond Hate and Discussion as it Relates to Mediation 60 minutes

BREAK

Knowing When to Terminate a Mediation 20 minutes
Further Explorations and Knowing When to Refer 20 Minutes
Broader Context of Mediation in the World
Think Global, Act Local (URI Video) Discussion 30 Minutes
Review of Mediation Stages in Different Situations
With Caucus Practice 20 minutes
DVD Trust is a Two Way Street – Further Contexts For Conflict Resolution 30 Minutes

BREAK

Review, Closure, Feedback and Evaluations 30 Minutes