

PRACTITIONER'S CERTIFICATE IN MEDIATION PROGRAMME

Day 1 Wednesday 25 February

9.00 am *Registration*

9.30 am **WELCOME and INTRODUCTIONS**

COURSE OVERVIEW and ASSESSMENT

10.30 am *Morning tea*

11.00 am **INTRODUCTION TO DISPUTES AND CONFLICT**

INTEREST-BASED NEGOTIATION

- Instruction and discussion
- Practical scenario

12.45 pm *Lunch*

1.45 pm **DYNAMICS OF THIRD PERSON INTERVENTIONS**

EVENTS AND HOW WE SEE THEM: The dynamics of disputes

- Theory and practice

3.30 pm *Afternoon tea*

3.45 pm **INTRODUCTION TO MEDIATION**

- The mediation process
- The roles and functions of a mediator
- The National Mediator Accreditation Standards

MEDIATION STAGES – Steps 2 (*Introduction*) and 3 (*Statement Taking & Summaries*)

- Instruction
- Roles and functions of Mediator
- Demonstration of skills/process
- Useful mediator interventions
- Simulated scenario practice

NB Role plays/simulated mediation scenarios will be introduced during this session

4.45 pm Large group debrief

5.00 pm *Adjourn*

Day 2 *Thursday 26 February*

9.00 am **DISCUSSION POINT: Seating arrangements within the Mediation**

COMMUNICATION: essential skills for Mediators

10.30 am *Morning tea*

10.45 am **MEDIATION STEPS: 4 (List/Agenda Construction)**

- **Instruction**
- **Roles and functions of Mediator**
- **Demonstration of skills/process**
- **Useful mediator interventions**
- **Simulated scenario practice**

MEDIATION STEPS: 5 (Exploration)

- **Introduction and key tools for Mediators**
- **Practice**

12.30 pm *Lunch*

1.30 pm **ETHICAL ISSUES FOR MEDIATORS:**

- **The Facilitative role –v- the Advisory role**

MEDIATION STEPS: – 5 (cont'd)

- **Instruction**
- **Roles and functions of Mediator**
- **Demonstration of skills/process**
- **Useful mediator interventions**
- **Simulated scenario practice**

3.30 pm *Afternoon tea*

3.45 pm **MEDIATION STEPS: 6 (Private Meetings)**

- **Instruction**
- **Roles and functions of Mediator**
- **Demonstration of skills/process**
- **Useful mediator interventions**
- **Simulated scenario practice**

4.45 pm Large group debriefing

5.00 PM *Adjourn*

Day 4 Saturday 27 February

- 9.00 am **LIVE DEMONSTRATION OF MEDIATION**
- 10.30am **Open discussion**
- 11.00 am *Morning tea*
- 11.15 am **SIMULATED SCENARIO – MEDIATION Steps 2 – 9**
- 12.30 pm *Lunch*
- 1.30 pm **ETHICAL ISSUES FOR MEDIATORS:**
Power issues
“Difficult” parties
- 2.30 pm **SIMULATED SCENARIO – MEDIATION Steps 2 – 9**
- 3.45 pm *Afternoon tea*
- 4.00 pm **SIMULATED SCENARIO – MEDIATION Steps 2 – 9**
- 5.15 pm *Large group debriefing*
- 5.30 pm *Adjourn*

Day 5 Saturday 14 March

- 9.00 am **OPEN DISCUSSION AND COACHES INTRODUCTION**
- 9.30 am **REVIEW OF MEDIATION PROCESS – the 10 Steps**
- 10.00 am *Morning Tea*
- 10.15 am **SIMULATED SCENARIO – COACHING (Mediation Steps 2 – 9)**
- 12.15 pm *Lunch*
- 1.00 pm **SIMULATED SCENARIO – COACHING (Mediation Steps 2 – 9)**
- 3.00 pm *Afternoon Tea*
- 3.15 pm **SIMULATED SCENARIO – COACHING (Mediation Steps 2 – 9)**
- 5.15 pm *Large group debriefing*
- 5.30 pm *Adjourn*

Day 6 Sunday 15 March Assessment

- 8.30am **SET UP MEDIATION VENUES & CAMERAS**
- 9.00 am **SIMULATED SCENARIO – ASSESSMENT (Mediation Steps 2 – 9)**
- 11.00 am *Morning Tea*
- 11.15 am **SIMULATED SCENARIO – ASSESSMENT (Mediation Steps 2 – 9)**
- 1.30 pm *Lunch*
- 2.30 pm **SIMULATED SCENARIO – ASSESSMENT (Mediation Steps 2 – 9)**
- 4.30 pm *Large group debriefing, drinks and closure*