

## THE PRACTITIONER'S CERTIFICATE IN MEDIATION PROGRAMME

### *Instruction Module*

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#### Day 1

9.00 am *Registration*

9.30 am **WELCOME and INTRODUCTIONS**  
**COURSE and ASSESSMENT overview**

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 – Step 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

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 STAGES:**    Step 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 STAGES:** – Step 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 STAGES:**    Step 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 3

- 9.30 am **DISCUSSION POINT: Accommodating support people and experts**
- LEGAL ISSUES IN MEDIATION: (i) Confidentiality – the basic essentials**  
**(ii) Enforcing a Mediated Agreement**
- 10.30 am *Morning tea*
- 10.45am **MEDIATION STAGES: Step 7 (Option generation, selection and details)**
- **Instruction**
  - **Roles and functions of Mediator**
  - **Demonstration of skills/process**
  - **Useful mediator interventions**
  - **Simulated scenario practice**
- 12.30 pm *Lunch*
- 1.30 pm **ETHICAL ISSUES FOR MEDIATORS:**
- **Power Issues and “difficult” people**
- 2.30 pm **MEDIATION STAGES: Steps 8 (Crafting the Agreement) and 9 (Closure)**
- **Instruction**
  - **Roles and functions of Mediator**
  - **Demonstration of skills/process**
  - **Useful mediator interventions**
  - **Scenario discussion**
- 2.45pm **MEDIATION STAGES: Step 1 (Preparation)**
- **Instruction**
  - **Roles and functions of Mediator**
  - **Demonstration of skills/process**
  - **Useful mediator interventions**
- 3.45 pm *Afternoon tea*
- 4.00 pm **MEDIATION STAGES: Step 10 (Finishing and Debriefing)**
- **Purpose and instruction**
  - **Role of Mediator**
- 4.45 pm *Large group debriefing*
- 5.00 pm *Adjourn*

Day 4

- 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: Impartiality, neutrality & conflict of interest**
- 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*

## THE PRACTITIONER'S CERTIFICATE IN MEDIATION PROGRAMME

### *Coaching and Assessment Module*

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#### Day 1      *Coaching*

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 2      *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*