

# 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 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*