

40 Hour Mediation Training

Sample Agenda

CrowleyMediation.com

Day One: 8:00 – 5:00

8:00-8:30 **WELCOME AND INTRODUCTIONS**

- Ice Breaker

8:30-9:00 Training Goals

- Training Style
- Expectations

9:00-10:00 **CONFLICT THEORY**

- What is Conflict (exercise: conflict words)
- Types of Conflict
- How I respond to conflict (exercise: handout)
- Approaches to conflict

10:00-10:15 **15 MINUTE BREAK**

10:15-11:15 **NEGOTIATION THEORY**

11:15-12:00 **MEDIATION IN ACTION (mediation fish bowl)**

12:00-1:00 **ONE HOUR LUNCH**

1:00-1:30 **DISPUTE RESOLUTION SYSTEMS**

1:30-3:00 **MEDIATION THEORY AND PRACTICE**

- What is mediation?
- Difference between mediation and arbitration and other ADR models

- Characteristics/principles of mediation
 - Benefits, disadvantages and case types
 - Role and characteristics of mediators
 - Core concepts of mediation

3:00-3:15

15 MINUTE BREAK

3:15-4:50

MEDIATION PROCESS AND TECHNIQUES, STAGE I

- Snapshot
- Preliminary Arrangements
 - Mediator Preparation
 - Intake Procedures
 - Mediation environment (video – Game of Thrones)

MEDIATION PROCESS AND TECHNIQUES, STAGE II

- Introduction
 - Greetings & welcome
- Orientation of parties (exercise)
 - Confidentiality
- Mediator remarks

4:50-5:00

SUMMARY/FEEDBACK

5:00

ADJOURN

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Day Two: 8:00 – 5:00

- 8:00-8:15 **QUICK REVIEW/QUESTIONS**
- 8:15-9:00 **MEDIATION PROCESS AND TECHNIQUES, STAGE III**
- Party openings
 - Listening techniques (exercises)
- 9:00-10:15 **MEDIATION PROCESS AND TECHNIQUES STAGE IV**
- Agenda setting
 - Structuring for progress: joint problem solving statement
 - Who sets the agenda?
- MEDIATION PROCESS AND TECHNIQUES STAGE V**
- Exchanging, gathering and clarifying information
 - Open ended questions (exercises)
 - Summarization (exercise)
- 10:15-10:30 **HOW TO ROLE PLAY/COACHING**
- 10:30-10:45 **15 MINUTE BREAK**
- 10:45-11:45 **ROLE PLAY #1**
- 11:45-12:00 **ROLE PLAY DEBRIEF**
- 12:00-1:00 **ONE HOUR LUNCH**
- 1:00-3:20 **MEDIATION PROCESS AND TECHNIQUES, STAGE V CONT'D**
- Clarifying Information and Managing Intensity, Cont'd
 - Acknowledging
 - Reframing
 - Hierarchy of communication strategies
 - Emotional Intelligence
 - Focusing on issues, interests and positions
 - Outlining issues

- Interests vs. positions (exercise)
- Examples and strategies for exploring interests

3:20-3:30 **10 MINUTE BREAK**

3:30-4:50 **ROLE PLAY #2 AND DEBRIEF**

4:50-5:00 **SUMMARY/FEEDBACK**

5:00 **ADJOURN**

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Day THREE: 8:00 – 5:00

8:00-8:15 **QUICK REVIEW/QUESTIONS**

8:15-10:15 **MEDIATION PROCESS AND TECHNIQUES, STAGE VI**

- Option Generation
 - Brainstorming options (exercise)
 - Option selection techniques

10:15-10:30 **15 MINUTE BREAK**

10:30-12:00 **MEDIATION PROCESS AND TECHNIQUES, STAGE VII**

- Reality testing
 - Evaluation strategies (exercise)
 - Range of possible outcomes

MEDIATION PROCESS AND TECHNIQUES, STAGE VIII

- Drafting agreements
 - Elements of a binding contract
 - FAQ about agreements
 - Agreement checklist
 - Reviewing the agreement

12:00-1:00 **ONE HOUR LUNCH**

1:00-2:30 **SPECIAL ISSUES IN MEDIATION**

- Attorneys
- Impasse

- Power imbalance
- High conflict
 - Neuroscience: conflict and the brain
- Domestic Violence

2:30-2:45 **15 MINUTE BREAK**

2:45-4:50 **ROLE PLAY #3**

4:50-5:00 **SUMMARY/FEEDBACK**

5:00 **ADJOURN**

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Day FOUR: 8:00 – 5:00

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| 8:00-8:15 | QUICK REVIEW/QUESTIONS |
| 8:15-9:15 | STAGE IX: CLOSURE <ul style="list-style-type: none">• Next steps STAGE X: EVALUATION <ul style="list-style-type: none">• Evaluating Session/Debriefing (exercise)• Acceptance; De-stressing |
| 9:15-10:15 | CAUCUS: A SEPARATE MEETING |
| 10:15-10:30 | 15 MINUTE BREAK |
| 12:00-1:00 | ONE HOUR LUNCH |
| 1:00-3:30 | ROLE PLAY #4 |
| 3:30-3:45 | 15 MINUTE BREAK |
| 3:45-4:50 | SPECIAL ISSUES IN MEDIATION <ul style="list-style-type: none">• Cultural considerations• Logistical challenges<ul style="list-style-type: none">○ Telephone○ Interpreters○ Tips for mediating large groups |
| 4:50-5:00 | SUMMARY/FEEDBACK |
| 5:00 | ADJOURN |

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Day FIVE: 8:00 – 5:00

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| 8:00-8:15 | QUICK REVIEW/QUESTIONS |
| 8:15-10:15 | MEDIATION ETHICS |
| 10:15-10:45 | CO-MEDIATION |
| 11:30-12:00 | BUILDING A PRACTICE OR OTHER |
| 12:00-1:00 | ONE HOUR LUNCH |
| 1:00-3:30 | ROLE PLAY #5 |
| 3:30-3:45 | 15 MINUTE BREAK |
| 3:45-4:15 | FINDING YOUR MEDIATION STYLE |
| 4:15-5:00 | WRAP UP |
| | <ul style="list-style-type: none">• Unanswered questions• Take aways• Professional Organizations and Resources• Course Evaluations• Certificates |
| 5:00 | ADJOURN |