

Agenda

Pre-Course Materials:

- Training Orientation “Zoom Instructions” (from Dropbox)
- DYNAD Instrument “Approaches to Conflict” (from Dropbox) – also on Day 4

General Materials (for every day):

- Course Manual “Updated 30-Hour Mediation Skills Manual” (from Dropbox)
- “Conflict Escalation De-Escalation Curve” (from Dropbox)
- “Scholarly Articles” (from Dropbox)

DAY ONE – “30-Hour General Day One” (from Dropbox-Slides) – for all of day 1

Introduction

Module 1: Conflict: The Context for Mediation

1. Images of Conflict
2. Approaches to Conflict Resolution
3. Senate Table Role Play
4. Mediation: Rule 114 Philosophy and Values

Module 2: The Mediation Process and the Role of the Mediator

1. Principles of Positional Negotiation – Why Negotiations Fail
2. Principles of Interest Based Negotiation – The Core of the Mediation Process
3. Positions and Interests
4. Interest Based Negotiation Exercise
5. The Mediation Process and the Mediator’s Role

Module 3: Setting the Stage

1. Step One: Orientation
2. Orientation Demonstration: "Technoworks"
3. Orientation Preparation
4. Step Two: Information Sharing – Developing a Clear, Neutral Picture of the Case
5. Information Sharing Demonstration: "Technoworks" – “Technoworks Video” (from Vimeo)

Module 4: Identifying Issues & Interests and Framing Issues

1. Step Three: A) Identifying Issues and Interests, and B) Framing Issues
2. Listening: The Key to Effective Mediation

DAY TWO – “30-Hour General Day Two” (from Dropbox-Slides) – for all of day 2

3. Private Meetings – What and How
4. Identifying Interests, Issues & Positions Demonstration: "Technoworks" – “Technoworks Video” (from Vimeo)
5. Differentiating Between Interests, Issues & Positions
6. Role Play #1 – “Wrong Rhythm Role Play” (from Dropbox-Role Plays)

7. Step Three Revisited: Framing Issues – A Tool for Moving from Positional Bargaining to Mutual Problem Solving
8. Framing Issues Exercise
9. Identifying Interests
10. Identifying Interests Exercise

Module 5: Generating and Evaluating Options

1. Step Four: Generating Options
2. Generating Options Demonstration: "Technoworks" – ["Technoworks Video"](#) (from Vimeo)

Module 6: Coaching and Helping Parties Make Offers

1. Coaching and Helping Parties Make Offers
2. Role Play #2 – ["Goodwill v. Curem Role Play"](#) (from Dropbox-Role Plays)

DAY THREE – ["30-Hour General Day Three"](#) (from Dropbox-Slides) – for all of day 3

3. Online Mediation Tips – ["Online Mediation and Facilitation Tips"](#) (from Dropbox)
4. Flipcharts and Technology Tips & Tricks
5. Bringing Parties Back Together After Caucus Demonstration: "Technoworks" – ["Technoworks Video"](#) (from Vimeo)

Module 7: Intervening to Break Impasse

1. Intervening to Break Impasse
2. Impasse Exercise

Module 8: Power Dynamics and Difficult Situations

1. Role Play #3 – ["The Lockout Role Play"](#) (from Dropbox-Role Plays)
2. Power Dynamics and Difficult Situations

Module 9: Ethics I, Rules of Conduct and Step Five: Closing

1. Ethics I and Rules of Conduct – ["MN Rule 114 & Ethics"](#) (from Dropbox)
2. Step Five: Closing
3. Writing Agreements
1. Root Causes of Conflicts: Types of Conflict – ["Causes of Conflict Pie"](#) (from Dropbox)
2. Co-Mediation
3. Role Play #4 – ["Blast Role Play"](#) (from Dropbox-Role Plays)

DAY FOUR – ["30-Hour General Day Four"](#) (from Dropbox-Slides) – for all of day 4

Module 10: Tools for Analyzing Conflict

4. Conflict Styles – ["Conflict Styles"](#) (from Dropbox-Slides); ["Approaches to Conflict"](#) (from Dropbox)

Module 11: Multicultural Issues and Diversity in Mediation

1. Role Play #5 – “Alpha Beta Role Play” (from Dropbox-Role Plays)
2. Communicating Across Worldviews – “Managing Differences Video” (from Vimeo)

Module 12: Legal Context, Preparation, and Ethics II

1. The Legal Context
2. Preparation for Mediation
3. Role Play #6 – “Parker v. Davidson Role Play” (from Dropbox-Role Plays)
4. Ethics II: Handling Ethical Dilemmas