

Agenda

DAY ONE

Introduction

Module 1: Conflict: The Context for Mediation

- 1.1 Images of Conflict
- 1.2 Approaches to Conflict Resolution
- 1.3 Senate Table Role Play
- 1.4 Mediation: Rule 114 Philosophy and Values

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

- 2.1 Principles of Positional Negotiation – Why Negotiations Fail
- 2.2 Principles of Interest Based Negotiation – The Core of the Mediation Process
- 2.3 Positions and Interests
- 2.4 Interest Based Negotiation Exercise
- 2.5 The Mediation Process and the Mediator’s Role

Module 3: Setting the Stage

- 3.1 Step One: Orientation
- 3.2 Orientation Demonstration: “Technoworks”
- 3.3 Orientation Preparation
- 3.4 Step Two: Information Sharing – Developing a Clear, Neutral Picture of the Case
- 3.5 Information Sharing Demonstration: “Technoworks”

Module 4: Identifying Issues & Interests and Framing Issues

- 4.1 Step Three: A) Identifying Issues and Interests, and B) Framing Issues
- 4.2 Listening: The Key to Effective Mediation

DAY TWO

- 4.3 Private Meetings – What and How
- 4.4 Identifying Interests, Issues & Positions Demonstration: “Technoworks”
- 4.5 Differentiating Between Interests, Issues & Positions
- 4.6 Role Play #1
- 4.7 Step Three Revisited: Framing Issues – A Tool for Moving from Positional Bargaining to Mutual Problem Solving
- 4.8 Framing Issues Exercise
- 4.9 Identifying Interests
- 4.10 Identifying Interests Exercise

Module 5: Generating and Evaluating Options

- 5.1 Step Four: Generating Options
- 5.2 Generating Options Demonstration: “Technoworks”

Module 6: Coaching and Helping Parties Make Offers

- 6.1 Coaching and Helping Parties Make Offers
- 6.2 Role Play #2

DAY THREE

- 6.3 Online Mediation Tips
- 6.4 Flipcharts and Technology Tips & Tricks
- 6.5 Bringing Parties Back Together After Caucus Demonstration: “Technoworks”

Module 7: Intervening to Break Impasse

- 7.1 Intervening to Break Impasse
- 7.2 Impasse Exercise

Module 8: Power Dynamics and Difficult Situations

- 8.1 Role Play #3
- 8.2 Power Dynamics and Difficult Situations

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

- 9.1 Ethics I and Rules of Conduct
- 9.2 Step Five: Closing
- 9.3 Writing Agreements
- 10.1 Root Causes of Conflicts: Types of Conflict
- 10.2 Co-Mediation
- 10.3 Role Play #4

DAY FOUR

Module 10: Tools for Analyzing Conflict

- 10.4 Conflict Styles

Module 11: Multicultural Issues and Diversity in Mediation

- 11.1 Role Play #5
- 11.2 Communicating Across Worldviews

Module 12: Legal Context, Preparation, and Ethics II

- 12.1 The Legal Context
- 12.2 Preparation for Mediation
- 12.3 Role Play #6
- 12.4 Ethics II: Handling Ethical Dilemmas