

Detailed Trainers' Agenda Notes
INTERNAL USE ONLY
30-Hour Civil Mediation Skills Training
November 19-20 & 22-23, 2024

Time	Module and Subject	Trainer & Manual Pp	Slides
Day One	Tuesday, November 19 SUSAN & HERON		
8:00-8:30	1.0 Welcome, introductions, housekeeping Presentation – 30 min	Susan, Tobin, Heron 7-9	1-3
8:30-8:50	1.1 Images of Conflict Individual exercise and group discussion (20 min.)	Susan 11-12	4
8:50-9:05	1.2 Approaches to Conflict Individual exercise and group discussion	Heron 13-15	5-7
9:05-10:00	1.3 The Senate Table (arbitrator / mediator) Simulation (35 min. approx. 10 min each role) and debrief (20 min.)	Heron 15-16	8
10:00-10:40	1.4 Mediation: Rule 114 Philosophy and Values Presentation and group discussion (25 min.) <i>Show mediation styles video – mediators explaining their roles (Pat & Lee Mediator Describes Process and Role <u>OR</u> Ken Fox Interview)</i>	Heron 16	9-14
10:40-10:55	BREAK		
10:55-11:30	2.1 Positional Negotiation (why negotiations fail) and Wright-Tite I Presentation (5 min. Monty Python video from slide) Simulation (20 min. 5 min to read instructions / 15 min role-play) and debrief (10 min.)	Susan 17-18	15-16
11:30-11:45	2.2 Principles of Interest Based Negotiation Presentation and discussion (15 min.)	Susan 19	17
11:45-12:00	2.3 Positions and Interests Discussion (15 min.)	Susan 19-20	18
12:00-1:00	LUNCH		
1:00-1:25	2.4 Interest Based Negotiation – Wright-Tite II Simulation /discussion (15 min.) and debrief (10 min.)	Susan 20	19
1:25-1:50	2.5 The Mediation Process and the Mediator's Role Presentation/discussion (25 min.)	Susan 21-23	20-27
1:50-2:05	BREAK		
2:05-2:25	3.1 Mediation Process: Step One – Orientation Presentation/discussion (20 min.)	Heron 24-25	28
2:25-2:35	3.2 Orientation Demonstration: Technoworks Video Demonstration (10 min.)	Heron 25	29
2:35-3:10	3.3 Orientation Preparation Paired exercise (pairs of 2 or 3) (35 min.)	Heron 26	30
3:10-3:20	3.4 Mediation Process: Step Two – Information Sharing Presentation/discussion (10 min.) Pat & Lee Mediators' First Questions (3 min 25 sec)	Susan 28-29	31
3:20-4:00	3.5 Information Sharing Demonstration: Technoworks Video Demonstration (25 min. – video time=22 min 30 sec) and debrief (15 min.)	Susan 29	32
4:00-4:20	4.1 Mediation Process: Step Three: Identifying and Framing Presentation/Discussion – 20 min This can be covered in 4.7 on Day 2 if needed	Susan 30-33	

4:20-4:50	4.2 Listening: The Key to Effective Mediation Presentation/discussion (30 min.)	Heron 34-37	33-35
4:50-5:15	Skills Practice: Listening Small group exercise and debrief (25 min.)	Heron	
5:15-5:30	Wrap-up and Simulation Preparation for Day 2 Q&A/Discussion/Handout day 2 simulations (15 min.) ASSIGN ROLE-PLAYS FOR DAY TWO & Evaluations	Susan, Tobin, Heron	36

Time	Module and Subject	Trainer & Manual Pp	Slides
Day Two	Wednesday, November 20 SUSAN & JIM		
8:00-8:15	Introduction for the day Review suggestions and insights (15 min.)	Susan, Tobin, Jim	1-2
8:15-8:30	4.3 Private Meetings Introduction to caucus: when to use it and why (15 min.)	Susan 38	3
8:30-9:00	4.4 Identifying Interests, Issues and Positions: Technoworks Video - Caucus with Donna Demonstration/Modeling (30 min. – video time=16 min 30 sec)	Susan 38	4-5
9:00-9:20	4.5 Differentiating between Interests, Issues and Positions Large group exercise and discussion (20 min.)	Susan 38	
9:20-10:40	4.6 Simulation: "The Wrong Rhythm" Simulation (50 min.) Small group debrief (10 min.) Large group debrief (20 min.)	Tobin 39	
10:40-10:55	BREAK		
10:55-11:25	4.7 Step Three Revisited: Framing Issues Presentation/discussion (30 min.)	Aimee 39-40	7-20
11:25-12:00	4.8 Framing Issues Exercise: "Mama Greco's" Small group discussion and large group discussion (35 min.) <i>See info on slide</i>	Aimee 41	
12:00-1:00	LUNCH		
1:00-1:15	4.9 Identifying Interest Presentation and discussion (15 min.)	Susan 42	21-22
1:15-2:00	4.10 Identifying Interests Exercise: "Storms & Screens" Large group exercise (45 min.)	Susan, Jim 42-43	23-24
2:00-2:25	5.1 Mediation Process: Step Four – Generating Options Presentation and discussion (25 min.)	Jim 44-46	25-26
2:25-2:45	5.2 Generating Options Demonstration: Technoworks Video - Caucus with Richard Demonstration (20 min. – video time=17 min)	Jim 47	27
2:45-3:00	BREAK		
3:00-3:30	6.1 Coaching and Helping Parties Make Offers and Caucus Presentation and discussion (30 min.)	Jim 48-50	28-29
3:30-5:20	6.2 Simulation: "Goodwill v. Curem" Simulation (70 min.) Small group debrief (20 min.) Large group debrief (20 min.)	Tobin 51	
5:20-5:30	Wrap-up and Preparation for Day Three Q&A/discussion/handout day 3 simulations (10 min.) ASSIGN ROLE-PLAYS FOR DAY THREE & Evaluations	Susan, Tobin, Jim	31

Time	Module and Subject	Trainer & Manual Pp	Slides
Day Three	Friday, November 22 SUSAN & HERON		
8:00-8:15	Introduction for the day Suggestions and insights (15 min.)	Susan, Tobin, Heron	1-2
8:15-8:30	6.3 Online Mediation Tips 6.4 Meeting Notes: Flipcharts and Technology Tips Demonstration and discussion (15 min.)	Susan 52 53	3
8:30-8:55	6.5 Bringing Parties Back Together After Caucus: Technoworks Video - Joint session Demonstration of Impasse (25 min. – video time=22 min) set up 7.2 exercise here	Susan 54	5
8:55-9:10	7.1 Intervening to Break Impasse Presentation (15 min.)	Heron 55-57	6
9:10-10:00	7.2 Impasse Exercise Small group discussion with “designated hitter” using selected strategies with trainer/roleplayers. Uses impasse information from Technoworks (50 min.) Tobin setup “Lockout” breakout rooms as soon as the breakout rooms end for this exercise	Heron 58	7
10:00-10:10	BREAK		
10:10-11:05	8.1 Simulation: “Lockout” Simulation (55 min.)	Tobin 59-60	8
11:05-11:40	8.2 Power Dynamics and Difficult Situations: Debrief of Lockout Small group debrief (15 min.) Large group debrief (20 min.)	Heron 60	
11:40-12:00	8.2 Power Dynamics – Examples and Strategies Presentation/discussion (20 min.) Moving from last section to this section is an opportunity to model moving ahead in mediation	Heron 60-62	9
12:00-1:00	LUNCH		
1:00-2:00	9.1 Ethics I and Rules of Conduct Presentation/discussion/exercise (60 min.)	Leslie 63-64	10-21
2:00-2:05	Closing Demonstration: Technoworks Video - Closing Demonstration (video time=5 min.)	Susan	23
2:05-2:35	9.2 Mediation Process: Step Five – Closing the Mediation and 9.3 Writing Agreements Presentation/discussion (30 min.)	Susan 65 66-70	22
2:35-2:50	10.2 Co-mediation Presentation and discussion (15 min.)	Susan, Heron 75	4
2:50-3:00	BREAK		
3:00-3:20	10.1 Root Causes of Conflict: Types of Conflicts Presentation/discussion (20 min.)	Heron 71-74	24
3:20-5:00	10.3 Simulation: “Blast” Co-Mediator Prep (5 min.) Simulation (60 min.) Small group debrief (15 min.) Large group debrief (20 min.) – types of conflicts (10.1) and co-mediating	Tobin 76	25
5:00-5:15	Day Three Wrap Up and Preparation for Day Four Q&A/Discussion/Simulation for day four (15 min.) Evaluations & ASSIGN ROLE-PLAYS FOR DAY FOUR – Prep Alpha Beta sensitivities	Susan, Tobin, Heron	26

Time	Module and Subject	Trainer & Manual Pp	Slides
Day Four	Saturday, November 23 SUSAN & JIM		
8:00-8:15	Introductions to the Day Suggestions and insights (15 min.)	Susan, Tobin, Jim	1
8:15-8:45	10.4 Conflict Styles Presentation/ exercise /discussion (30 min.)	Jim 77-78	2-3
8:45-8:50	BREAK		
8:50-9:50	11.2 Communicating Across Worldviews Panel discussion video (60 min.)	Tobin 81-82	5-14
9:50-12:00	11.1 Simulation "Alpha Beta" Preparation (10 min.) Simulation (85 min. – take a break) Small group debrief (20 min.) Large group debrief (15 min.)	Tobin 79-80	4
12:00-1:00	LUNCH		
1:00-1:30	12.1 The Legal Context - Rule 114 Review Presentation (30 min.) Note: this can be a continuation of lunch discussion.	Jim 83-84	15
1:30-2:00	12.2 Preparation for Mediation Presentation (30 min.)	Susan 84	16-23
2:00-4:00	12.3 Simulation: "Parker v. Davidson" – USE SHUTTLE ONLY Co-Mediator Prep (5 min.) Simulation (65 min.) Small group debrief (20 min.) Large group debrief (30 min.)	Tobin Introduce, Jim Debrief 85	
4:00-4:15	BREAK		
4:15-5:15	12.4 Ethics II: Handling Ethical Dilemmas - Samoan Circle Large group exercise (60 min.)	Jim 85	25
5:15-5:30	Program Wrap Up Q&A, insights, certificates, closing ceremony (15 min.) Evaluations	Susan, Tobin, Jim	26-28

ASSIGNMENTS

DAY 1: SUSAN & HERON

DAY 2: SUSAN, JIM & AIMEE

DAY 3: SUSAN, HERON & LESLIE (Kayode volunteering-admin)

DAY 4: SUSAN & JIM (Kayode volunteering-admin)