



Agenda – Basic Mediation Training Skills

Participants are required to complete additional exercises outside each training day. These are completed in order to meet the national accreditation standards

Day One

Morning

Introduction/Expectations
Group exercise – business dispute “basic concepts of conflict”
Definition of Mediation – interest based bargaining vs positional based
Different types of conflict resolution – where does mediation fit?
Accreditation – Issues to consider (reading to complete)
Cycle of conflict in forming relationships
Introduction stage of Mediation (demonstration)
Introduction stage – practice and feedback

Afternoon

Taking down stories demonstration & what to look for
Introduction and story telling – practice and feedback
Agenda setting (key issues)
Rules for agenda setting
Private session (also known as caucus) – rules & conducting session

Day Two

Morning

Warm up/Left over issues
Introduction and story telling – practice and feedback
Re-Framing skills (importance and exercise) Feedback
Video of mediation skills – Looking at exploration/negotiation skills
Mediation Simulation exercise – feedback/debrief
Dealing with non-verbal attacks in mediation

Afternoon

Dealing with impasses in mediation (road blocks)
Dealing with emotional content in mediation
Mediation Simulation exercise – feedback/debrief
Agreement writing – different types
Ethical Considerations in Mediation work - discussion/reading

Day Three

Morning

Warm up/Left over issues
Adjudication vs Negotiation exercise & feedback
Handling domestic violence issues
Pre-Mediation processes and intake
Dealing with multi-parties

Afternoon

Basic principles of co-mediation work
Cross cultural issues
Mediation Simulation exercise – feedback/debrief
Discussion around accreditation (days four and five, what to expect)

End of basic course



Day Four – Start of Accreditation Component

Full Mediation Practice for 90 minutes per participant
These sessions differ as mediator will only receive a basic outline of conflict and role players will receive detailed instruction of "character" in dispute.

You will be observed by an external assessor and given detailed feedback on your performance. This will enable you to prepare for the assessment you undertake on day five.

Your role play simulation will not be marked.

The assessor will feedback comments on each section of the mediation process you have learnt.

Day Five (Assessment Day)

An external assessor will observe your 90 minute role play simulation and grade you as either "competent or not yet competent." They will also provide you with a detailed outline of the mediation process you undertook.

Discussion at end of course regarding registration and practice as an accredited mediator.