

# **Basic Mediation Training: Conflict Resolution Theory & Techniques**

## **Agenda**

### **DAY 1**

9:00 – 10:30 a.m.	<b>Introduction and Overview</b> <ul style="list-style-type: none"><li>• Theories of Conflict</li><li>• The Negotiation Process</li></ul>
10:30 – 10:40 a.m.	<b>Break</b>
10:40 a.m. – 12:30 p.m.	<b>Introduction to the Mediation Process</b> Exercise Demonstration
12:30 – 1:30 p.m.	<b>Lunch</b>
1:30 – 2:00 p.m.	<b>Demonstration Continued</b>
2:00 – 2:50 p.m.	<b>Beginning the Mediation</b>
2:50 – 3:00 p.m.	<b>Break</b>
3:00 – 3:55 p.m.	<b>Gathering Information</b>
3:55 – 4:45 p.m.	<b>Role play # 1</b> (Dispute between neighbors referred to mediation by the police.)
4:45 – 5:00 p.m.	<b>Wrap Up</b>

### **DAY 2**

9:00 – 9:20 a.m.	<b>Building Trust</b>
9:20 – 10:45 a.m.	<b>Organizing the Discussion</b> <ul style="list-style-type: none"><li>• Identifying Interests</li><li>• Identifying Issues</li><li>• Recognizing and Acknowledging Feelings</li><li>• Summarizing</li></ul>

10:45 – 10:55 a.m.	<b>Break</b>
10:55 a.m. – 12:30 p.m.	<b>Role Play #2</b> (Charge of harassment and damages for lost earnings.)
12:30 – 1:30 p.m.	<b>Lunch</b>
1:30 – 3:00 pm	<b>Generating Movement</b> <ul style="list-style-type: none"> <li>• Hearing Proposals</li> <li>• Stroking</li> <li>• Silence</li> <li>• Caucusing</li> <li>• Role Reversals</li> <li>• Normalizing</li> <li>• Option Generation</li> <li>• Reality Testing</li> <li>• Focusing in the future</li> <li>• Asking Problem Solving Questions</li> <li>• Packaging</li> <li>• Recognizing opportunities for empowerment and recognition</li> </ul>
3:00 – 3:10 p.m.	<b>Break</b>
3:10 – 4:45 p.m.	<b>Role Play # 3</b> (Dispute between homeowner and neighborhood association of a private development.)
4:45 – 5:00 p.m.	<b>Wrap up</b>
<b><u>DAY 3</u></b>	
9:00 – 10:50 a.m.	<b>Becoming an Ethical Practitioner – Guest Lecturer</b>
10:50 – 11:05 a.m.	<b>Break</b>
11:05 a.m. – 12:40 p.m.	<b>Role Play # 4</b> (Dispute between partners in an accounting firm.)
12:40 – 1:40 p.m.	<b>Lunch</b>
1:40 – 3:25 p.m.	<b>Overcoming Impasse and Barriers to Agreement</b>  <b>Concluding the Mediation</b> <ul style="list-style-type: none"> <li>• Reaching agreement</li> <li>• Testing the agreement</li> <li>• Bringing closure to session</li> <li>• Writing the agreement</li> </ul>
3:25 – 3:35 p.m.	<b>Break</b>

- 3:35 – 4:50 p.m.                    **Role Play # 5** (Issues between a husband and wife who are in the midst of a divorce.)
- 4:50 – 5:00 p.m.                    **Wrap Up**

**DAY 3**

- 9:00 – 10:30 a.m.                    **Practice Issues**
- Dealing with lawyers and legal issues
  - When and whether to use evaluative techniques
- 10:30 – 10:40 a.m.                    **Break**
- 10:40 a.m. – 12:00 p.m.                **TBA**
- 12:-00 – 12:30 p.m.                    **Meetings between lawyers and clients and between co-mediators**
- 12:30 – 1:30 p.m.                    **Lunch**
- 1:30 – 2:15 p.m.                    **Getting Started**
- 2:15 – 4:05 p.m.                    **Role Play # 6** (Commercial dispute. The parties and their lawyers will be attending the mediation.)
- 4:05 – 4:15 p.m.                    **Break**
- 4:15 – 4:30 p.m.                    **Debrief Role Play with Lawyers**
- 4:30 – 5:00 p.m.                    **Closing Session**