

# **Civil, Commercial and Employment Mediation Training Course Agenda**

**\*Each day will have one 10 minute break in the morning and 15 minutes of break time in the afternoon. Each day will also have an hour break for lunch.**

## **Day One:**

<b>8:30-9:00</b>	<b>Introductions Course Overview (Goals and Learning Objectives) Daily Agenda Overview Participants Goals/Expectations</b>
<b>9:00-9:30</b>	<b>Mediation and Conflict Resolution Theory (A)</b>
<b>9:30-10:00</b>	<b>Mediation and Alternative Dispute Resolution (B)</b>
<b>10:00-11:00</b>	<b>Mediation and the Courts (C)</b>
<b>11:00-12:00</b>	<b>Communication Theory and Workplace Conflict (D)</b>
<b>12:00-1:00</b>	<b>Lunch</b>
<b>1:00-2:00</b>	<b>Mediation Theory and the Mediator's Role (E)</b>
<b>2:00-3:00</b>	<b>The Mediation Process (F)</b>
<b>3:00-4:00</b>	<b>Demonstration Role-Play and Debriefing</b>
<b>4:00-4:45</b>	<b>Convening Mediation (G)</b>

## **Day Two:**

<b>8:30-9:00</b>	<b>Preparing for Mediation (H)</b>
<b>9:00-9:30</b>	<b>Working with Third Parties (Attorneys) (I)</b>
<b>9:30-10:00</b>	<b>The First Joint Session/Opening Statement (J)</b>
<b>10:00-11:00</b>	<b>Dealing with Feelings and Emotions (K)</b>
<b>11:00-12:00</b>	<b>The Power of Listening (L)</b>
<b>12:00-1:00</b>	<b>Lunch</b>
<b>1:00-2:00</b>	<b>Negotiation Exercise - Role Play #1 and Discussion</b>
<b>2:00-2:30</b>	<b>Video “The Power of Listening” and Discussion</b>
<b>2:30-3:30</b>	<b>Separating Interests from Positions (M)</b>
<b>3:30-4:45</b>	<b>Role Play #2 and Discussion</b>

## **Day Three:**

<b>8:30-9:30</b>	<b>Role Play #3 and Discussion</b>
<b>9:30-10:00</b>	<b>Use of Caucus in Mediation (N)</b>
<b>10:00-10:30</b>	<b>Dealing with Impasse (O)</b>
<b>10:30-11:00</b>	<b>Agreements and Closure (P)</b>
<b>11:00-12:00</b>	<b>Ethical Issues in Mediation (Q)</b>
<b>12:00-1:00</b>	<b>Lunch</b>
<b>1:00-1:40</b>	<b>Professional Conduct (Q)</b>
<b>1:40-2:40</b>	<b>Role Play #4 and Discussion</b>
<b>2:40-3:20</b>	<b>Building the Mediation Practice/Marketing Mediation (R)</b>
<b>3:20-4:20</b>	<b>Role Play #5 and Discussion</b>
<b>4:20-4:45</b>	<b>Professional Development/Evaluation (S)</b>