

2.5 Day Mediation Refresher Course -Overview

The course will help attendees to refresh their mediation skills and learn how to:

- remain neutral while resolving conflicts between parties.
- become aware and manage difficult behaviour.
- get satisfaction from helping people reach agreements they are genuinely happy with.
- build stronger rapport with parties by using enhanced communication skills.
- improve your ability to identify underlying interests and practice identifying issues and proposals.
- become confident in your mediation skills and practice.
- Help parties rebuild crucial relationships.

Course objectives

The course aims to:

- To increase participants' understanding of mediation and to understand the protection of the principles.
- To develop skills and tools to enable you to confidently talk to parties and/or other interested parties about the disagreement.
- To help parties think objectively about their disagreement and the pros and cons of their available options for resolving their disagreement.
- To effectively facilitate a constructive mediation and assist the parties to reach a mutually acceptable agreement.

Day 1

Active Listening
Preventing and Managing Aggressive Behaviour.

Assault Cycle.

Principles of Mediation.

BATNA.

Issues, Interests and Proposals.

Case Assessments.

Day 2

Joint session opening statement.

Agreement Writing.

Role Plays

Half day

Assessments