

Mediation Skills Training Program

How to Become a Mediator

COURSE OVERVIEW AND SYLLABUS

INSTRUCTOR: Dr. Cheryl White, EdD and Florida Supreme Court Family Mediator

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Course Length: 5 Days (30 Hours)

Education Course: Non-Credited Certification Course

COURSE DESCRIPTION

Starting a new career and starting a business may be stressful. For many aspiring mediators, it is important that prior to starting a career or business in this field that you get the proper training on what is required. You will need a solid plan for your path into this new career. This course introduces foundational ideas and terms in mediation, with attention to developing students' understanding of cultivating a business in a diverse, global environment; leading and collaborating in a competitive world; developing a mediator's mind for an entrepreneurial world; and industry dynamics of technological innovation.

Course Objectives

The course objectives are to introduce foundational ideas and terms in mediation, with attention to developing students understanding of how to:

- Define mediation/co-mediation and its usefulness as a problem-solving technique;
- Assess sources of conflict and select a conflict management style appropriate for resolution of conflict;
- Use essential mediation skills of listening, speaking, and inventing options;
- Initiate appropriate responses in common mediation scenarios, by dealing with issues of feelings, anger, power, and impasse;
- List the steps of the mediation process;
- Draft a written settlement agreement; and
- Relate issues of ethical principles to the mediation process.
- Learn about ethics in the field, opportunities in mediation and arbitration, and how to start building a practice as a mediator

COURSE SUMMARY

DAY ONE

- Identifying the Causes and dynamics of conflict
- Discovering our wrong reflexes and the Retaliatory Cycle
- Understanding how to serve as a mediator
- Learning the steps of Third-Party Resolution
- Identifying when and how to use Third-Party Resolution
- Communicating to solve problems
- Gaining skills through practice (Third Party Resolutions)

DAY TWO

- Understanding self-mediation through Successful Conflict Conversations
- Discovering how your own responses to conflict can help and hinder relationships
- Understanding your impact on others through Conflict feedback
- Understanding the aspects of The Blame Cycle
- Gaining skills through practice (Mock Feedback Sessions)
- Learning the-mediation tool
- Gaining skills through practice (Successful Conflict Conversations)

DAY THREE

- Gaining skills through practice (mediation role-plays)
- Strategic Management of Organizational Conflict
- Preventive Mediation
- Weaving Mediation into the Fabric of Organizations
- Putting it all together: Skill Practice

DAY FOUR

- Why we do what we do: Overview of Conflict in Society and the Workplace
- Thirst for Power: How power, rights and interest impact every conflict
- Skills Practice Round - Opening statement by mediator
- Opening remarks by the parties
- Joint Discussion and Option Exploration
- Caucus and Reconvening after Caucus
- Paradigm Shift of the Professional Workplace Mediator

DAY FIVE

- Planning for mediation role-plays
- Strategies for Negotiation Used in Mediation
- Nudging Past Impasse - Troubleshooting tips for Mediators
- Gaining skills through practice (mediation role-plays)
- Bringing it all together - Legal Considerations, Ethical Issues, Confidentiality, and Evidence

Mediation Skills Certificate Requirements

1. To be awarded a certificate of completion for the Mediation Training program, students must complete a five-day, 30-hour intensive course. Please note that attendance is required for the duration of the entire session to earn your non-credit certification.
2. The course materials are made up of reading materials and video recordings of our accredited 5-day training program.
3. You can do the entire course anywhere you wish to.

Recommended Course Materials

- Drucker, Peter F. (2005) “Managing Oneself.”
- Ross, Emily & Holland, Angus (2005) “100 Great Businesses and the Minds Behind Them.” Sourcebooks.
- Henson, Jim (2005) “It’s Not Easy Being Green and Other Things to Consider.”

Teaching and Learning Style

The course will be lecture based and highly interactive. Students will also engage in activities and assignments in class time. Class attendance and participation is required. Students will be challenged to grasp concepts and relate them to other concepts presented.

COURSE POLICIES

This course conflict management and mediation course is created to teach those willing to create a safe and sustainable future, by managing and resolving conflicts with one another. Our most pressing global challenges we face today require that we show skillfulness in engaging with each other, recognizing how we can creatively approach our interdependent goals to create new opportunities for a better future.

There are both substantive and procedural ways that this course is infused with the theme of sustainability. Reading materials and assignments will be handled entirely through electronic means.

ATTENDANCE AND PARTICIPATION

You are expected to attend all classes for this course, be prepared, and be on time. The class is built around your being in attendance and engaged in class activities, exercises and discussions. It is each student’s responsibility to attend all sessions in order to receive your non-credited certification.

If you are absent for two or more consecutive class sessions due to a legitimate excuse, you are required to submit a letter signed by a person in a position to make an authoritative determination as to the validity of the absence, including the phone number of the individual who signed, and presented to GSFL prior or upon returning to training sessions. GSFL reserve the right to contact the person who signed your letter to check on the validity of the content and authority of the letter. These are the only situations in which you will be allowed to reschedule your course. If you fail to comply, no refunds are given for missed sessions or making up of missed sessions.

Students who miss class are responsible for obtaining all material and information that they missed. This includes any changes to the schedule that are announced in class.

ACADEMIC INTEGRITY

GSFL expects all students to uphold intellectual honesty in their academic work. In this class, it is essential that you demonstrate honor in maintaining the confidentiality of the role specific information for course role play exercises.