



# 30-HOUR CIVIL MEDIATION SKILLS TRAINING

October 3 - 6, 2023

8:00 a.m. - 5:30 p.m. Each Day

Lunch: 12:00 - 1:00 p.m.

League of Minnesota Cities

145 University Ave W, St Paul, MN 55103

## Agenda

### DAY 1

#### Module 1: Dispute Resolution Alternatives and Mediation

- 1.1 Pictures of Conflict
- 1.2 Spectrum of Conflict Resolution
- 1.3 Simulation
- 1.4 Mediation: Philosophy and Values

#### Module 2: The Mediation Process and the Role of the Mediator

- 2.1 Why Negotiations Fail – Principles of Positional Bargaining
- 2.2 Principles of Interest Based Negotiation – The Core of the Mediation Process
- 2.3 Positions and Interests
- 2.4 Interest Based Negotiation Exercise
- 2.5 The Mediation Process and the Mediator's Role

#### Module 3: Setting the Stage

- 3.1 Step One: Orientation
- 3.2 Orientation Demonstration: "Technoworks"
- 3.3 Orientation Preparation
- 3.4 Step Two: Information Sharing – Developing a Clear, Neutral Picture of the Case
- 3.5 Information Sharing Demonstration: "Technoworks"

#### Module 4: Interests, Issues and Positions

- 4.1 Step Three: Identifying and Framing
- 4.2 Listening: The Key to Effective Mediation

### DAY 2

#### Module 4: Interests, Issues and Positions (Continued)

- 4.3 Caucusing – What and How
- 4.4 Identifying Interests, Issues & Positions Demonstration: "Technoworks"
- 4.5 Differentiating Between Interests, Issues & Positions
- 4.6 Simulation
- 4.7 Step Three Revisited: Framing Issues – A Tool for Moving from Positional Bargaining to Mutual Problem Solving
- 4.8 Framing Issues Exercise
- 4.9 Identifying Interests
- 4.10 Identifying Interests Exercise

## **Module 5: Generating and Evaluating Options**

- 5.1 Step Four: Options
- 5.2 Generating Options Demonstration: "Technoworks"

## **Module 6: Coaching and Helping Parties Make Offers**

- 6.1 Coaching and Helping Parties Make Offers
- 6.2 Simulation

## **DAY 3**

### **Module 6: Coaching and Helping Parties Make Offers (Continued)**

- 6.3 Flipcharts and Technology Tips & Tricks
- 6.4 Bringing Parties Back Together After Caucus – Demonstration

### **Module 7: Intervening to Break Impasse**

- 7.1 Intervening to Break Impasse
- 7.2 Impasse Exercise

### **Module 8: Power Dynamics and Difficult Situations**

- 8.1 Simulation
- 8.2 Power Dynamics and Difficult Situations

### **Module 9: Ethics I, Rules of Conduct and Step Five: Closing**

- 9.1 Ethics I and Rules of Conduct
- 9.2 Step Five: Closing
- 9.3 Writing Agreements

### **Module 10: Tools for Analyzing Conflict**

- 10.1 Identifying Types of Conflict
- 10.2 Co-Mediation
- 10.3 Simulation
- 10.4 Framing

## **DAY 4**

### **Module 10: Tools for Analyzing Conflict (Continued)**

- 10.5 Approaches to Conflict

### **Module 11: Multicultural Issues and Diversity in Mediation**

- 11.1 Simulation
- 11.2 Managing Differences

### **Module 12: Legal Context, Preparation, and Ethics II**

- 12.1 The Legal Context
- 12.2 Preparation for Mediation
- 12.3 Simulation
- 12.4 Ethics II: Handling Ethical Dilemmas – Samoan Circle