



# Intermediate Mediation and Negotiation Skills

11 – 12 June 2007

## Provisional Timetable

### Day One

- 0845 *Coffee /Juice and Registration*
- 0900 **Introduction to the Course**
- Introductions, Reflections and Experiences to date
- 1000 **Mediation Drills: what do we need to work on?**
- with individual role play as mediator to refresh on key aspects, with structured one to one coaching*
- 1100 *Refreshment Break*
- 1115 **Mediation Drills** (continued)
- 1215 **Reflections on Learning so far: what makes a mediator really effective?**
- 1245 *Lunch*
- 1345 **Negotiating in Difficult Situations, led by Bill Marsh and John Sturrock**
- Breaking the logjam
  - Dealing with difficult people and emotions
  - Challenging unhelpful behaviour
  - Helping people to save face
  - The role of acknowledgment and apology
  - Creative problem solving
  - How do we add value as mediator?
- with improvised role play and examples from real disputes*
- 1515 *Refreshment Break*
- 1545 **Negotiating in Difficult Situations (continued)**
- 1700 *Close and Glass of Wine*



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### Day Two

0845 *Coffee / Juice*

0900 **Effective Mediation:**

- Debrief on Day One
- Complete and discuss Personal Learning Log

0930 **Using NLP in Mediation, led by David Fraser**

- Building effective relationships with the parties
- Helping people to see another side of the story
- Getting into the other person's shoes – how do we?
- Using NLP Presuppositions in Mediation

*with practical sessions and examples*

1100 *Refreshment Break*

1115 **Using NLP in Mediation** (continued) and

**The Role of the Mediator as Coach**

- when and how do we help parties to change or modify behaviour?

1230 *Lunch*

1330 **Plenary Debrief**

**Using Decision Trees and other Risk Assessment Tools**

- Creative ways to help parties to re-assess risk

1500 *Refreshment Break*

1515 **Effective Preparation Tools for Parties and Mediators**

- Questionnaires
- Designing a Process
- Shape of meetings
- Advance planning

1630 **Plenary Debrief**

1700 *(for those involved in optional third day)*

**Preparation for following day: Handling Multi Party Mediations**

1745 *Close*

**Evening**      **Core Annual Dinner with guest speaker**



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13 June 2007 (optional)

### Day Three

- 0845     **Full day mediation workshop: three party commercial dispute**  
          each participant mediates for 45 minutes with individual coaching and  
          debrief and video playback  
  
          6 sessions in all in the same case continuing through different stages of the  
          process
- 1100     *Refreshment Break*
- 1115     **Full day mediation workshop** (continued)
- 1215     *Lunch*
- 1315     **Full day mediation workshop** (continued)
- 1515     *Refreshment Break*
- 1530     **Full day mediation workshop** (continued)
- 1630     **Plenary Debrief**, completion of Personal Learning Logs
- 1700     *Close and Glass of Wine*