



Spring School: Day One - 25 April 2016

(All timings are provisional)

0845 *Refreshments and Registration*

0900 **Introduction to the Course**

- What's It All About?
- Introductions and Overview of Conflict and its Resolution
- System One and Two Thinking
- The Head, Body and Soul of Managing Conflict

1030 *Refreshment Break*

1045 **Introduction to the Course (continued)**

- Causes, Symptoms and Effects of Conflict
- Reflections on Negotiation
- Differing Styles and Approaches
- The Gain Game

1230 *Lunch*

1315 **The Mediation Process**

- The Different Stages and Shape of Mediation
- Preparation for Mediation
- **Demonstration** and Discussion of the **Opening Stage**

1500 *Refreshment Break*

1515 **The Mediation Process (continued):**

Effective Communication Skills for Negotiators and Mediators

- Building Rapport: Before, During and Throughout, Leadership Embodiment

1615 **Workshop 1: The Opening Stage:**

Preparation time – 10 minutes

Architectural Creation Partnership (*roles will be allocated and papers handed out on or before the first day*)

1730 **Plenary Session**

- Debrief on Workshops
- Confidentiality and Authority
- Mediator as Coach
- Setting and Location
- Preparation for Day Two

1745 *Close*



Spring School: Day Two - 26 April 2016

(All timings are provisional)

0845 *Refreshments*

0900 **Effective Mediation:**

- Debrief on Day One: What Have We Learned?
- Key Skills and Qualities of the Mediator
- Challenges to the Mediator
- Dealing with Emotion

0930 **Workshop 1:** The Opening Stage:

Reddale College (*roles allocated and papers handed out on the first day*)

1100 *Refreshment Break*

1110 **Plenary Session**

- Debrief on Workshops
- Where are we now?
- The Importance of What We Say, How We Say It and How We Behave
- Language; Framing and Reframing
- **Demonstration** and Discussion of the **Understanding Stage**
- Interests and Positions, Past, Present and Future Stories: Common Ground
- Setting Tasks, Transitions between Meetings and Exchanging Information

1230 *Lunch*

1315 Plenary Session

- Getting Under the Surface: Listening & Questioning Exercises

1400 **Workshop 2:** The Understanding Stage:

Preparation time – 10 minutes

Architectural Creation Partnership (*roles will be allocated and papers handed out on the first day*)

1510 *Refreshment Break*

1515 **Workshop 3:** The Understanding Stage:

Preparation time – 10 minutes

Reddale College (*as Workshop 2*)

1650 **Plenary Session**

- Debrief on Workshops
- Joint and Private Meetings: Pros and Cons
- Taking Notes and Summarising Skills, Exchanging Information
- Momentum: Different Modes and Phases – and Living with Uncertainty
- **Demonstration** and Discussion of the **Negotiating Stage:** Generating and Developing Options
- Use of Flip Chart and other Visual Aids
- Preparation for Day Three

1745 *Close*



Spring School: Day Three - 27 April 2016

(All timings are provisional)

- 0845 *Coffee*
- 0900 **Reflection on Days One and Two**
- Decision Trees, Anchoring and Assessing and Managing Risk
 - Making the Best Use of Time
- 0930 **Workshop 1:** The Options Stage:
Benroyce & Rubber Seals, Grimm and CDA or Feelgood and Hygiene Services
(roles will be allocated and papers handed out on the previous day)
- 1040 *Refreshment Break*
- 1050 **Plenary Session**
- Debrief on Workshops
 - Where are we now?
 - **Demonstration** and Discussion of **Negotiating Stage:** Assessing Alternatives:
 - BATNAS and WATNAS
 - Testing Reality: Others' Shoes
 - Breaking Deadlock: Balconies and Precipices, Bridges and Constituencies
- 1130 **Workshop 2:** The Negotiating Stage: Assessing Alternatives:
Preparation time – 10 minutes
Benroyce, Grimm or Feelgood *(roles will be allocated and papers handed out on the previous day)*
- 1245 *Lunch*
- 1330 **Plenary Session**
- Debrief on Workshops
 - **Demonstration** and Discussion of **Negotiating Stage:** Offers and Proposals
- 1415 **Workshop 3:** The Negotiating Stage: Offers and Proposals:
Preparation time – 10 minutes
Benroyce, Grimm and CDA or Feelgood *(roles will be allocated and papers handed out on the previous day)*
- 1505 *Refreshment Break*
- 1510 **Workshop 3** (continued) - Mediator 2 to take over at this stage
- 1550 **Plenary Session**
- **Demonstration** and Discussion of the **Decision Stage:** Concluding a Mediation
- 1630 Workshop 3 (continued) - Mediator 3 to take over at this stage
- 1710 **Plenary Discussion and Issues Board**
- Crafting, Advising on and Drafting Agreements
 - Closing Rituals
 - Post Mediation Follow Up
 - When Mediation does not produce a Resolution
 - Facilitative and Evaluative continuum
 - Mediator Ethics
- 1745 *Close and Glass of Wine*



Module 2: Day Four
26 May 2016
(All timings are provisional)

- 0845 *Coffee*
- 0900 **Plenary Discussion and Workshop**
- Reflection on Days One to Three
 - The Ten Most Common Mistakes of the Mediator
 - Dealing with Emotion: Further reflections
 - Working with Apparently Difficult People
 - The Role of Legal and other Advisors
 - Meetings with Experts and Parties
 - The Mediator as Coach
- 1000 Preparation Time
- 1010 **Workshop 1: Mediation Case Study:** Maguire and Dr Giles
- 1050 *Refreshment Break* and one to one debrief followed by Video Review for Mediator 1 (in workshop room)
- 1110 **Workshop 1 (continued)** - Mediator 2 to take over at this stage
- 1150 One to one debrief followed by Video Review for Mediator 2 (in workshop room)
- 1210 **Workshop 1 (continued)** - Mediator 3 to take over at this stage
- 1250 *Lunch* and one to one debrief followed by Video Review for Mediator 3 (in workshop room)
- (please work on Personal Development Plans when colleagues are in Video Review)*
- 1340 **Workshop 2: Mediation Case Study:** Cowers and 3WP or Windowmax Partnership
- 1420 One to one debrief followed by Video Review for Mediator 1 (in workshop room)
- 1440 **Workshop 2 (continued)** - Mediator 2 to take over at this stage
- 1520 *Refreshment Break* and One to one debrief followed by Video Review for Mediator 2 (in workshop room)
- 1540 **Workshop 2 (continued)** - Mediator 3 to take over at this stage
- 1620 One to one debrief followed by Video Review for Mediator 3 (in workshop room)
- 1640 **Plenary Debrief, Discussion and Workshop**
- Mediator Ethics and Code of Conduct: outstanding issues
 - What have we learned so far? Personal Development Plans
- 1700 *Close*



Module 2: Day Five
27 May 2016
(All timings are provisional)

0845 Coffee

0900 **Plenary Discussion and Workshop**

- Understanding the Other Side: Getting into the Other's Shoes
General Review – Any Questions?

0945 **Workshop:** *Mediation Case Study*: case study allocated according to chosen stream

1035 *Refreshment Break* and one to one debrief

1050 **Workshop (continued)** - Mediator 2 to take over at this stage

1150 **Workshop (continued)** - Mediator 3 to take over at this stage

1240 One to one Debriefs and Personal Development Plans

1255 *Lunch*

1330 **Workshop (continued):** Mediator 4 to take over at this stage

1430 **Workshop (continued)** - Mediator 5 to take over at this stage

1520 *Refreshment Break* and one to one Debriefs and Personal Development Plans

1535 **Workshop (continued)** - Mediator 6 to take over at this stage

1625 One to one Debriefs and Personal Development Plans

1635 **Plenary Debrief**

- Preview of Assessment Stage
- Presentation of Core Certificates

1700 *Close and Glass of Wine*



Optional Practice Day: Day 6 – 1 June 2016

Module 3: Assessment: Days 7 and 8 – 2-3 June 2016

Details around the timings and structure of these days will be discussed at the end of Module 2.