



Spring School: Day One – 27 March 2017

(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
 - Leadership Embodiment
 - The Gain Game
 - What did we learn?
 - Collaboration
- 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
- 1615 **Workshop 1: The Opening Stage:**
Preparation time – 10 minutes
Reddale College (roles will be allocated and papers handed out on or before the first day)
- 1730 **Plenary Session**
- Debrief on Workshop and Where Are We Now?
 - Confidentiality and Authority
 - Mediator as Coach
 - Setting and Location
 - Preparation for Day Two
- 1745 *Close*



Spring School: Day Two – 28 March 2017

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0845 *Refreshments*

0900 **Effective Mediation:**

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

0930 **Workshop 2:** The Opening Stage: Architectural Creation Partnership (*roles allocated and papers handed out on the first day*)

1100 *Refreshment Break*

1110 **Plenary Session**

- Debrief on Workshop
- The Importance of What We Say, How We Say It and How We Behave
- Language; Framing and Reframing
- **Demonstration** and Discussion of the **Understanding/Exploration 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 3:** The Understanding Stage:
Preparation time – 10 minutes
Architectural Creation Partnership (*continued – roles same as Workshop 2*)

1510 *Refreshment Break*

1515 **Workshop 4:** The Understanding Stage:
Preparation time – 10 minutes
Reddale College (*continued – roles same as Workshop 1*)

1650 **Plenary Session**

- Debrief on Workshops and Where Are We Now?
- Joint and Private Meetings: Pros and Cons
- Taking Notes and Summarising Skills
- Exchanging Information, Setting Tasks and Managing Transitions
- 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
- Dealing with Emotion
- Preparation for Day Three

1745 *Close*



Spring School: Day Three – 29 March 2017

(All timings are provisional)

0845	<i>Coffee</i>	1415	Workshop 7: The Negotiating Stage: Offers and Proposals: Preparation time – 10 minutes
0900	Reflection on Days One and Two		
0930	Workshop 5: The Negotiating Stage: Generating and Developing Options <i>Benroyce & Rubber Seals (roles will be allocated and papers handed out on the previous day)</i>		<i>Grimm and CDA (continued)</i>
1040	<i>Refreshment Break</i>	1505	<i>Refreshment Break</i>
1050	Plenary Session <ul style="list-style-type: none">• 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	1510	Workshop 7 (continued)
1130	Workshop 6: The Negotiating Stage: Assessing Alternatives: Preparation time – 10 minutes <i>Grimm and CDA (roles will be allocated and papers handed out on the previous day)</i>	1550	Plenary Session <ul style="list-style-type: none">• Demonstration and Discussion of the Decision Stage: Concluding a Mediation
1245	<i>Lunch</i>	1630	Workshop 8: The Decision Stage: Concluding a Mediation Benroyce and RubberSeals/Grimm and CDA <i>(continued)</i>
1330	Plenary Session <ul style="list-style-type: none">• Debrief on Workshops• Demonstration and Discussion of Negotiating Stage: Offers and Proposals• Decision Trees, Anchoring and Assessing and Managing Risk• Making the Best Use of Time	1710	Plenary Discussion and Issues Board <ul style="list-style-type: none">• 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
		1730	<i>Close, Presentation of Certificates and Glass of Wine</i>