
Day One Programme

(Timings for particular topics may change)

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16:30 *Refreshments and Registration*

17:00 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

.....
18:30 *Break*

18:45 Introduction to the Course (continued)

- Causes, Symptoms and Effects of Conflict
- Reflections on Negotiation

.....
19:30 *Drinks*

.....
20:00 *Dinner*

Day Two Programme

(Timings for particular topics may change)

09:00 Plenary Session

The Gain Game
What do we learn?
Collaboration

10:30

Refreshment Break

11:00 The Mediation Process

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

Effective Communication Skills for Negotiators and Mediators

- Building Rapport: Before, During and Throughout

12:30

Lunch and Preparation

13:30 Workshop 1: The Opening Stage:

Reddale College (*roles allocated and papers handed out in advance*)

15:00

Refreshment Break

15:15 Workshop 2: The Opening Stage:

Architectural Creation Partnership (*roles allocated and papers handed out in advance*)

16:30 Plenary Session

- Debrief on Workshops and Where Are We Now?
- Confidentiality and Authority
- Mediator as Coach
- Setting and Location

17:00

Break

17:30 Plenary Session

- 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**
- Getting Under the Surface: Listening & Questioning Exercises
- Interests and Positions, Past, Present and Future Stories: Common Ground
- Preparation for Day Three

18:45

Close

19:30

Dinner

Day Three Programme

(Timings for particular topics may change)

09:00 Plenary Session

Effective Mediation:

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

09:30 Workshop 3: The Understanding Stage

Preparation time: 10 minutes

Architectural Creation Partnership (*continued*)

10:45 Refreshment Break

11:00 Workshop 4: The Understanding Stage

Reddale College (*continued*)

12:30 Lunch

13:30 Plenary Session

- Debrief on Workshops
- 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

15:00 Refreshment Break and Preparation

15:30 Workshop 5: The Negotiating Stage:

Generating and Developing Options

Benroyce & RubberSeals (*roles will be allocated and papers handed out on the day*)

17:00 Refreshment Break

17:30 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

18:45 Close

19:30 Dinner

Day Four Programme

(Timings for particular topics may change)

09:00 Reflection on Day Three

09:30 **Workshop 6:** The Negotiating Stage:
Assessing Alternatives
Grimm and CDA (*roles will be allocated and papers handed out in advance*)

10:45 Refreshment Break

11:15 **Plenary Session**

- 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

12:30 Lunch and Preparation

13:30 **Workshop 7:** The Negotiating Stage:
Offers and Proposals:
Grimm and CDA (*continued*)

14:30 Refreshment Break

14:45 **Plenary Session**

- **Demonstration** and Discussion of the **Decision Stage: Concluding a Mediation**

15:15 **Workshop 8:** The Decision Stage:
Concluding a Mediation
Benroyce and Rubberseals (*continued*)

16:00 **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

16:30 **Presentation of Certificates** and: *Where do we go from here?*