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# Day One Programme

*(Timings for particular topics may change)*

16:30 *Refreshments and Registration*

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**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*

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**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 did 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)

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**09:00** Reflection on Day Three

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

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10:45 Refreshment Break

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**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

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

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14:30 Refreshment Break

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**14:45** **Plenary Session**

- **Demonstration** and Discussion of the **Decision Stage: Concluding a Mediation**
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**15:15** **Workshop 8:** The Decision Stage:

Concluding a Mediation  
Benroyce and Rubberseals (continued)

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**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?*