



## **Training Agenda for Advanced Training**

### **ADVANCED TRAINING FOR ROMANIAN MEDIATORS AND TRAINERS**

**Thursday, December 1, 2011**

- 9:00am-11:30 am**
- Welcome/Introductions**  
**Icebreaker Exercise – Working Styles and Conflict Modes**  
**Goals of the Training**
- **Introduction of Trainees**
  - **Expectations of Trainees**
  - **How Will We Define Success?**
  - **Use of the “parking lot” for other items**
- State of Mediation in Romania (Presented by Romanian Trainers)**
- **Number of Mediators; Centers**
  - **Legal Authority**
  - **Types and Numbers of Cases**
  - **Referring organizations**
  - **Problems?**
- Break**
- Review of Basic Mediation Principles**
- **What is Mediation?**
  - **Benefits of Mediation**
  - **Confidentiality and Neutrality**
  - **Pre-Mediation Issues (Who Participates; Pre-Mediation Preparation)**
  - **The Mediation (Opening Statements; Joint Sessions; Private Sessions; Settlement Agreements; Next Step in Absence of Settlement)**
- 11:30-1:00 pm**
- Small Group Discussion Work:**  
**All Trainees Will Either Describe Actual Mediations or Training Experiences in Small Groups for Debrief and Reflection (Participants Will Receive This Assignment in Advance) and Report Out to Whole Group**
- 1:00pm – 2:30pm**
- Lunch**

- 2:30pm -5:00pm**      **2 Mock Mediations with 2 lawyers, 2 clients, 1 mediator and 1 Observer;  
Debrief**
- Questions, Review of Goals, Closing**
- 5:00- 5:30pm**      **Meeting of American and Romanian Trainers**

**ADVANCED TRAINING – ROMANIAN MEDIATORS AND TRAINERS**

**Friday, December 2, 2011**

- 9:00am-11:00am**      **Lessons Learned from Day One**
- Mediation Models (Role of the Mediator Under Each Model)**
- **Evaluative (Costing Techniques)**
  - **Facilitative (Interest-Based Approach)**
  - **Narrative (Use of Story)**
  - **Transformative (Empowerment and Recognition)**
- Break**
- Personal Qualities of the Mediator**
- **Being Present With the Parties**
  - **Dealing With Emotions, Values, Perceptions, Need for Control**
  - **Use of Meditation and Ongoing Reflective Practice to Enhance Effectiveness**
  - **Other?**
- 11:00 am**      **Improving Mediator and Trainer Communication Skills**
- **Importance of Being Heard**
  - **Active Listening Skills/ Non-Verbal Communications**
  - **Questioning Skills (Open/Closed)**
  - **Framing/Re-Framing**
  - **Reflecting Back/ Summarizing/ Paraphrasing**
  - **Helpful Phrases for Mediators and Trainers**
  - **Overcoming Impasse**
  - **Challenging and Reality Testing**
  - **Mediation “Supposals”**
  - **Raising Doubt**
  - **Costing Skills—Costs of Settlement and Not Settling**
  - **What makes a difficult case?**
- 1:00pm – 2:30pm**      **Lunch**

**2:30-5:00pm**            **2 Mock Mediations and Debriefs in Small Groups or “Fishbowl” – Each case includes**  
**2 lawyers, 2 clients , 1 mediator and 1 observer; Debrief**  
  
**Questions**  
**Review of Goals**  
**Closing**

**5:00pm-5:30pm**        **Meeting of American and Romanian Trainers**

**ADVANCED TRAINING – ROMANIAN MEDIATORS AND TRAINERS**

**Saturday, December 3, 2011**

**9:00am-9:30am**        **Lessons Learned from Day 2**

**9:30am – 11:00am**    **How to Conduct Training and Evaluate Trainees (Checklist)**

**Best Practices: Marketing, Promotion, Professional Development, Continuous Education, Networking, “The Business Side” of Mediation—Lecture & Discussion Uses of Technology and Setting up a Mentoring or Buddy System (Romanian Trainers)**

**Best Training Lessons**

**11:15 am-1pm**        **Large Group Fishbowl of a Mediation Case– With all playing roles**

**1:00pm – 2:30pm**    **Lunch**

**2:30pm -3:30pm**     **Mediator Ethics – Presented by Romanian Trainers (Panel Discussion)**

**Ethical Issues—Various Codes and Approaches to follow (including mediation organizations, EU, ILO, USA, etc.)**

**Use of Hypothetical Cases—work in small groups to answer key ethical and practice questions**

**How these cases would be approached in the US (American Trainers)—on conflict of interests, disclosure, recusal, reporting, confidentiality, immunity, etc.**

**3:30-3:45 pm**        **Break**

**3:45-5:00 pm**        **Mock Mediation and Debrief**

**5:00-5:30 pm                    Questions, Closing Remarks, Evaluation Forms and Checklists**

**5:30-6:00 pm                    Presentation of Certificates**

**ADVANCED TRAINING -- ROMANIAN MEDIATORS AND TRAINERS**

**Sunday December 4, 2011**

**Debrief – American and Romanian Trainers**