

THE UNIVERSITY OF THE WEST INDIES
ST. AUGUSTINE, TRINIDAD & TOBAGO, WEST INDIES
PRESENTS
PRACTICAL MEDIATION SKILLS TRAINING

DAY ONE

- 8:00a.m - 8:05a.m** Opening Prayer
- 8:05a.m - 8:20a.m** Opening Remarks
- 8:20a.m - 8:35a.m** Welcome Address
- 8:35a.m - 8:45a.m** Introduction
- 8:45a.m - 8:50a.m** Ice Breaker
- 8:50a.m - 9:00a.m** Training Overview
- 9:00a.m - 9:40a.m** Working through THE SELF - A tool that complements the Mediation Process
- 9:40a.m - 9:55a.m** **BREAK**
- 9:55a.m - 10:40a.m** Answering the 'HOW' of THE SELF and its impact on the Process of Mediation
- 10:40a.m - 11:25a.m** Emotional Intelligence
- 11:25a.m - 12:00 Noon** Designing your role play (exercise)
- 12:00p.m - 01:00p.m** **LUNCH**
- 01:00p.m - 01:30p.m** Alternative Dispute Resolution (ADR) & Mediation
- 01:30p.m - 02:15p.m** What is Conflict?/Sources of Conflict (Christopher Moore)
- 02:15p.m - 02:45p.m** What does Conflict Mean to us?
- 02:45p.m - 03:15p.m** Interest Based Approach to Conflict Resolution
- 03:15p.m - 04:00p.m** Exercise in Conflict Management and simulation
- 04:00p.m - 04:15p.m** Role Play

DAY TWO

8:00a.m - 9:00a.m Review and Discussion (previous day)

9:00a.m - 9:45a.m What is Mediation?

9:45a.m - 10:30a.m Facilitative Mediation (Christopher Moore)

Evaluative Mediation

Transformative Mediation

10:30a.m - 10:45a.m **BREAK**

10:45a.m - 11:15a.m Conflict Resolution Processes and Skills (Fisher and Ury's book "Getting to Yes")

11:15a.m - 11:45a.m Four Central Processes in Conflict Resolution

11:45a.m - 12:00p.m Conflict Triggers

Examination of Own Conflict Styles

12:00p.m - 01:00p.m **LUNCH**

01:00p.m - 02:00p.m Mediation Opening Statement

02:00p.m - 02:45p.m Discussions and Role Play

02:45p.m - 03:00p.m Who is the Mediator

03:00p.m - 03:45p.m Principled Negotiation

03:45p.m - 04:00p.m Exercise 5

04:00p.m - 04:30p.m Role Play