



Summary of Conflict Management & Mediation Skills Training Course

Day 1

Session 1 – What is Conflict?

Session 2 – What is Mediation?

Session 3 – Mediation & Reconciliation

Session 4 – Negotiation, Mediation & Arbitration

Day 2

Session 5 – Perception & Reality (*Conflict Mode Instrument*)

Session 6 – Positions & Interests

Session 7 – Communication & Behaviour

Session 8 – Listening & Review of the 7 Mediation Principles

Day 3

Session 9 – The Mediation Process

Session 10 – Modelling a Mediation Intervention

Session 11 – Mediation Role-Play

Session 12 – When is Mediation Appropriate

Day 4

Session 13 – Pre-Mediation

Session 14 – Mediation Role-Play

Session 15 – Mediation Process: Introductions & Story-telling

Session 16 – Mediation Process: Problem-solving & Agreement

Day 5

Session 17 – Mediation Role-Play

Session 18 – Working as a Mediator

Session 19 – Style Profile Exercise

Session 20 – Working with your Style/Conclusions & Affirmations

Delegates' Contents of MST Course