

CURRICULUM OF REFRESHER COURSE (OFFLINE)

Duration: 03 Days

DAY – 1

Suggested Reading: Mediation Training Manual for Refresher Course

TIME	SESSIONS	STUDY TOPIC
10.00 AM TO 11.30 AM	SESSION – 1	<p align="center">Conflict</p> <p>1. Causes Management & Resolution</p> <p align="center">Exercise- I</p> <p align="right">(Chapter-II)</p>
11.45 PM TO 01.15 P.M	SESSION – II	<p>Mediation : Salient Feature</p> <ul style="list-style-type: none"> • ADR Mechanism u/s 89, Civil Procedure Code - Advantages • Role of Mediators <p align="right">(Chapter – III, IV & VII)</p>
02.15 PM to 03.45 PM	SESSION – III	<p>Mediation : Process</p> <ul style="list-style-type: none"> • Introduction • Joint Session • Private Session <p align="right">(Chapter – V & VI)</p>
04.00 PM to 05.00 PM	SESSION – IV	<p>Closing</p> <ul style="list-style-type: none"> - Settlement - No-Settlement <p>Role Play – I (Robbert V. Arun)</p> <p align="right">(Chapter – V & VI)</p>

**Note : Tea Breaks : 11.30 AM to 11.45 AM
: 03.45 PM to 4.00 PM
Lunch Break : 1.15 PM to 02.15 PM**

DAY – 2

TIME	SESSIONS	STUDY TOPIC
10.00 AM to 11.30 AM	SESSION – I	COMMUNICATION MEDIATION
		Basic Element of Communication & its Process <ul style="list-style-type: none">• Effective and Ineffective Communication• Verbal & Non-Verbal Communication• Barriers in Communication <p>(Chapter – VIII)</p>
11.45 AM to 03.45 PM	SESSION-II	COMMUNICATION SKILLS
		<ul style="list-style-type: none">• Active Listening• Empathy with neutrality• Body Language• Questions <p>(Chapter – VIII)</p>
4.00 PM to 5.00 PM	SESSION – III	BARGAININGS
		<ul style="list-style-type: none">• Distributive• Integrative• Interests based <p>(Chapter – IX)</p>

Note : Tea Breaks : 11.30 AM to 11.45 AM

: 03.45 PM to 4.00 PM

Lunch Break : 1.15 PM to 02.15 PM

DAY – 3

TIME	SESSIONS	STUDY TOPIC
10.00 AM to 11.30 AM	SESSION – 1	NEGOTIATION
		<p>What is Negotiation?</p> <p>Negotiation Styles</p> <ol style="list-style-type: none"> 1. Accommodating 2. Avoiding 3. Collaborating 4. Competing 5. Compromising <p>Barriers to Negotiations</p> <ol style="list-style-type: none"> 1. Strategic 2. Principal and Agent 3. Cognitive <p>Role Play – II</p> <p>(Mohan V Soft Drinks)</p>
11.45 AM to 01.15 PM	SESSION – II	<p>IMPASSE : Understanding and Management</p> <ul style="list-style-type: none"> • Definition • Causes <ul style="list-style-type: none"> - Emotional - Substantive - Procedural - Techniques to Manage Impasse <p style="text-align: right;">(Chapter – X)</p>
02.15 PM to 03.45 PM	SESSION – III	<p>RELATED TOPICS</p> <ul style="list-style-type: none"> • Role of Advocates • Role of Parties • Ethical Principles & Code of Conduct for Mediators • Apology <p style="text-align: right;">(Chapter – XI)</p>
04.00 PM to 05.00 PM	SESSION – IV	INTERACTIVE SESSION

Note : Tea Breaks : 11.30 AM to 11.45 AM
: 03.45 PM to 4.00 PM
Lunch Break : 1.15 PM to 02.15 PM