

CURRICULUM OF ADVANCED COURSE (CAPSULE COURSE)

Duration : 03 Days

Day 1

TIME	SESSIONS	STUDY TOPIC
9.45 AM TO 10.00 AM 10.00 AM TO 11.30 AM	SESSION – 1	ARRIVAL & WELCOME Understanding Conflict its Management and Resolution 1. Perception 2. Conflict : Definition, Causes 3. Management & Resolution ROLE PLAY - 1 (Savitri Vs Lokesh Chander)
11.45 PM TO 1.00 P.M	SESSION – II	Mediation : Definition , Components Role of Mediators (Main Emphasis)
1.30 PM TO 5.00 PM	SESSION - III	i) HOW TO CONDUCT SESSIONS IN MEDIATION a) Introduction b) Joint Session c) Individual Session ii) HOW TO BREAK INTO NEW SESSION a)From joint session to individual session b)From individual session to joint session iii) CLOSING a)Settlement b)Non Settlement ROLE PLAY – 2 (Robbert Vs Arun)

Lunch Break: 1.00 PM to 1.30 PM

Tea Break : 11.30 AM to 11.45 AM

3.15 PM to 3.30 PM

DAY-2

TIME	SESSIONS	STUDY TOPIC
10.00 AM TO 3.00 PM	SESSION-I	A. COMMUNICATION – TECHNIQUES FOR A SKILLED MEDIATOR i) Definition and Process ii) Effective and Ineffective Communication, Benefits ii) Types of Communication iv) Modes of Communication a) Verbal Communication b) Non- Verbal Communication v) Communication in Mediation B. COMMUNICATION SKILLS i). Active Listening a) Paraphrasing b) Summarizing c) Neutral Reframing d) Setting an agenda ii) Body Language iii). Questions iv). Empathy with neutrality Role Play –3 (Anita Vs Suresh)
3.00 PM TO 5.00 PM	SESSION-II	BARGAININGS i) Positional ii) Distributive iii) Integrative iv) Interest based

Lunch Break : 1.30 PM to 2 PM**Tea Breaks : 11:00 AM to 11.15 AM
4:00 PM to 4.15 PM**

DAY-3

TIME	SESSIONS	STUDY TOPIC
TIME 10.00 AM TO 12.30 PM	SESSION – 1	NEGOTIATION : a) Definition b) To develop understanding of Negotiation Styles of parties i) Competitive ii) Co-operative c) Negotiation Skills d) Barriers to Negotiations i) Strategic ii) Principal and Agent iii) Cognitive iv) Reactive Devaluation e) Effective and Ineffective Negotiator f) Role of Mediator in negotiation Role Play – 4 (Mohan Vs Soft Drink)
TIME: 12.30 PM TO 3.00 P.M	SESSION – II	IMPASSE : Understanding and Management A. Definition B. Causes i) Emotional ii) Substantive iii) Procedural C. STAGES OF IMPASSE AND MEDIATOR'S REFLECTIONS D. MANAGEMENT AND STRATEGIES 1. Assessment Strategies a) Real Testing b) Role Reversal 2. Options Generation Strategies a) Lateral Thinking b) Brainstorming 3. Re-directing Mediation Process 4. Use of external resources 5. Reshape physical control of mediation process 6. Social Skills 7. Last resorts E. False impasse & Impasse avoidance
TIME 3.00 PM TO 4.00 PM	SESSION – III	ETHICS AND STANDARD OF CONDUCT TO BE FOLLOWED BY MEDIATORS

Lunch Break : 1.30 PM to 2.00 PM

Tea Break : 1 AM to 11.15 AM