



# IAIABC 2024 Mediators' College

## Orientation

Friday, January 19, 2024

12:00 – 1:30 PM (CST)

**Purpose:** Meet the facilitators and fellow participants, learn how to access and navigate the course in educate@iaiacb, and understand the program expectations.

## Session 1: Introduction Practice

Friday, February 2, 2024

12:00 – 1:30 PM (CST)

**Purpose:** Create a safe environment for the free expression of information, ideas, and perspectives.

**Skills:** Establishing Trust and Rapport

Purpose

Parties

Name Preferences

Control

Impartiality

Pre-Mediation work

Conflicts Of Interests

Why Mediation?

Expectations And Limits

Positive Tone

Personal Comfort

Education Resources

Determining Process

Method of Mediation

Confidentiality

Roles

Joint sessions

Private Caucuses

Ground Rules

ID Initial Perspectives

**Applicable Training Videos:** Setting Up a Mediation, What is Mediation, Ethics, Opening & Closing Statements, and Role of a Mediator.

## Session 2: Storytelling Practice

Friday, February 16, 2024

12:00 – 1:30 PM (CST)

Purpose: Give the parties a voice and the opportunity to be heard.

Skills: Listening

Reframing  
Encouraging openness  
Clarifying

Consistency  
Verbal and Non-verbal Cues  
Reflections & Mirrors

Identifying Information

Interests  
Self-Discovery  
Intent

The whole picture  
What is missing?  
Emotions

Applicable Training Videos: Reflective Listening & Remote Mediation

## Session 3: Reality Testing

Friday, March 1, 2024

12:00 – 1:30 PM (CST)

Purpose: Work with the parties to help them assess a situation for what it is, rather than the way they wish or fear it to be.

Skills: Listening

Reframing  
Encouraging openness  
Clarifying

Consistency  
Verbal and Non-verbal Cues  
Reflections & Mirrors

Identifying Information

Questions  
Interests  
Self-Discovery  
Intent

The whole picture  
What is missing?  
Emotions

Trust and Rapport

Teaching Skills  
Extent of Knowledge  
Preparation  
Laws, Rules, & Procedure

Personalities  
Voice of Parties  
Voice of Mediator

Applicable Training Videos: Qualities of a Successful Mediator, Effective Communication, asking Questions

## Session 4: Adversity, Negotiation, and Settlement Agreements

Friday, March 15, 2024

12:00 – 1:30 PM (CST)

Purpose: Learn to return to goals established in previous mediation stages to be able to move forward against adversity and have meaningful negotiations, modify or look past previous agreements to resolve more complex issues, and agree on all terms, not just the big ones.

Skills: Overcoming adversity, comfort in emotional, awkward, and tense situations, negotiation, BATNA & WATNA, de-escalating conflict, moving past barriers, considering other perspectives, conflict stages

Applicable Training Videos: Neuroscience of Conflict, Dealing with Difficult People

## Session 5: Bringing it All Together

Thursday, March 28, 2024

12:00 – 1:30 PM (CST)

Purpose: Practice mediation from beginning to end and learn from each other.

Skills: Navigating 5 stages of mediation. Convening, Introduction, Communication, Negotiation, and Conclusion.

Applicable Training Videos: All