



## **Introduction to Mediation 6 Module Program**

### **Module 2: Introduction to Mediation**

#### **Course Content & Overview**

##### **Course Content:**

- **Assignments:**
  - Recorded Lecture 1
    - The Mediation Process: A Model
    - Key mediation process and ground rules, such as confidentiality, role of the mediator, caucusing, authority to settle and respectful behaviour
  - Recorded Lecture 2
    - Client intake procedures. Developing overall perspective of the engagement and reconstructing the issues for clarity and understanding by parties; setting agenda/prioritizing issues; and questioning
    - Establishing trust and forming relationships/building rapport
    - Active listening and questioning; paraphrasing/rephrasing statements into an assertive manner for clarity
    - Converting positions into interests and identifying and analyzing problems and needs/uncover parties' needs and interests
    - Understanding the ADR Canada Code of Ethics and Code of Conduct for Mediators and other mediation standards of practice. Dealing with common ethical dilemmas
    - Setting up a practice and professionalism
  - Reading Materials to accompany Lecture 1
    - Dispute Resolution Reference Guide: Mediation, by the Department of Justice
    - How Does the Mediation Process Work? By Jessica A. Stepp
    - A Study in Mediation Styles: A Comparative Analysis of Evaluative and Transformative Styles. By Katina Foster
    - Resolving conflict Together: The Understanding-Based Model of Mediation. By Gary Friedman and Jack Himmelstein
  - Reading Material to accompany Lecture 2
    - Why Mediation Works. By Michael Roberts
    - What Does a Mediator Do? By Edward P. Ahrens
    - The "What" of Mediation: When is Mediation the Right Process Choice? By Paula Young

- Eleven Questions Most Commonly Asked About Mediation. By Forrest (Woody) Mosten
  - Why Mediation? By Lawrence A. Huerta
- Audio/Visual Materials to accompany Lecture 1
  - What is Mediation?
  - Mediation and mindfully getting in the middle: Brad Heckman at TEDx Teachers College
  - The Stages of Mediation
- Audio/Visual Materials to accompany Lecture 2
  - The Breakup Movie Clip – Mediation
  - Wedding Crashers Mediation Scene
  - Fist Fight Mediation Scene
- Essay Assignment to accompany Lecture 1
  - Describe the understanding-based style of mediation and compare and contrast it to at least one other style you are familiar with
    - 500 – 1,000 Words, 3 References, and post to the course’s Slack channel
- Essay Assignment to accompany Lecture 2
  - In the video clip examples of mediation, what were the strengths and weaknesses of the mediators in each example? What style of mediation did each mediator use? Include at least three references.
    - 500 – 1,000 Words, 3 References, and post to the course’s Slack channel
- Reflective Journal Video to accompany Lecture 1
  - Record a 5-minute video of reflecting upon first section of learning materials
- Reflective Journal Video to accompany Lecture 2
  - Record a 5-minute video of reflecting upon second section of learning materials
- 1 Hour Roleplay Video Assignment
  - Using the Roleplay materials within the course, use some volunteers to practice the intake and mediation process, recording it as a video.
    - Post to the course’s Slack channel
- Written Reflective Journal
  - Write your reflections about the entirety of the course
    - Approximately 500 words and post to the course’s Slack channel