

| TRAINING CURRICULUM | | |
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| <p>This is 60 academic hours certification mediation training. The prototype of it has been developed 15 years ago, based on the USAID Training Methodology. It was updated in the years based on the experience of our team (mostly in joint trainings) with colleagues from the Harvard Mediation Program, US, as well as colleagues from UK, Germany, Italy, Romania, etc. and our practice as mediators in Bulgaria.</p> <p>It complies with the requirements of the Bulgarian legislation and with the highest standards of interactive mediation trainings.</p> <p>The contents and the learning objectives (which also include <i>the mediator's competences</i>) of the training include:</p> | <p>The full mediation course is 60 academic hours, equal to 45 astronomic hours (of which 8 hours theory, 15 hours practical exercises, 21 hours simulated mediations (including 13 hours exam mediations), 1 hour written test, 1 hour interview).</p> <p>This makes 18% lecturing, and presentations, (also including comprehensive discussions, while introducing each topic, and while reflecting on the experience of participants related to this topic),</p> <p>33% practical exercises, (only include the exercises in couples, small groups and in big groups, and the analyses accompanying them),</p> <p>47% simulated mediations (including exam mediations), 2% test.</p> | |
| <p>THE ONLINE VERSION of this training follows <u>the same curriculum</u> as the training on spot, as well as IMI instructions for distribution of time online and on spot.</p> | | |
| <p>THE CURRENT CURRICULUM, AND THE DISTRIBUTION OF TIMING ON SPOT AND ONLINE</p> | | |
| <ul style="list-style-type: none"> • 28 academic hours <u>simulated mediations</u>, incl. exam mediations (21 astronomic hours), <u>on spot</u> • 20 academic hours <u>practical exercises</u> (15 astronomic hours), of which appr. 14 academic hours on spot, about 6 astronomic hours in <u>live online sessions</u> (plus 3 additional hours exercises in online sessions) • 10,6 academic hours <u>theory</u> (8 astronomic hours), 12 academic hours video and reading online materials, including 3 hours <i>individual exercises</i> • 1,33 academic hours (1 astronomic hour) test, <u>on spot</u> | | |
| <p>Total: 60 academic hours mandatory training, about 5 hours additional training to enhance practice.</p> | | |
| <ul style="list-style-type: none"> • 34 academic hours <u>on spot training</u> (simulated mediations and practical exercises) • 20 academic hours <u>live online sessions, exercises and discussions only</u> (incl. via Zoom breakout rooms, allowing various forms of group exercises) • 6 academic hours <u>available online training</u>, 3 hours of which exercises (videos, reading materials end exercises), plus 6 additional bonus online videos and materials | | |
| <p>The distribution of time on spot, online, and live online, is shown in details in the right columns.</p> | | |
| <u>Mediation Training</u> | | |
| Module 1: Essence of Conflict | Module Duration: 1 hour and 30 minutes | ONLINE |

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| | (80 minutes exercises) | |
| Module Objectives: Participants will be able to: Define conflict and its levels, list the reasons for conflict and six stages of the cycle of the conflict. | | |
| Module 2: Methods of Dispute Resolution. Legal framework of mediation | Module Duration: 2 hours (80 minutes video and exercises) | |
| Module Objectives: Participants will be able to: Compare the different methods of dispute resolution, analyze the legal framework and <u>principles</u> of mediation and the types of mediation. | | |
| Module 3: Negotiations: Positions and Interests | Module Duration: 2 hours (80 minutes exercises) | |
| Module Objectives: Participants will be able to: Define negotiations based on positions and negotiations based on interests and demonstrate the basic steps to move from positions to interests using the 4 principles. | | |
| Module 4: Mediation Stages | Module Duration: 3 hours =180 min. (2 hours and 20 minutes exercises, of which 120 min. <i>simulated mediations in small groups and in big group</i>) | |
| Module Objectives: Participants will be able to: Describe the logic of stages in mediation (preparation, opening, defining disputable issues, exploration of interest, generating and evaluating options, conclusion); appropriate use of joint meetings and caucuses, and demonstrate skills of leading parties through all stages. | | |
| Module 5: Basic Communication and Mediation Tools | Module Duration: 3 hours and 30 minutes =210 min. (2 hours and 40 min. practice, of which 60 min. <i>simulated mediation</i>) | |
| Module Objectives: Participants will be able to: List the different elements of non-verbal communication, demonstrate skills to actively listen, ask different types of questions, to paraphrase and summarize, to establish rapport and actively practice empathy, as well as to apply different mediator techniques – Reframing, Reality check, incl. BATNA/WATNA, Proposals of the mediator (within the facilitative mediation legal framework). | | |
| Module 6: Settlement Agreement. Suspension and Termination of Mediation. | Module Duration: 2 hours = 120 min. (1 hour and 40 min. exercises, of which 60 min. <i>simulated</i>) | |

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| | <i>mediation)</i> | |
| Module Objectives: Participants will be able to: Formulate a draft agreement, list its characteristics and explain its legal effect and legal opportunities for enforcement; and describe the possible reasons for suspension and termination and the respective legal requirements and obligations of a mediator. | | |
| Conclusion | Duration: 30 minutes | |
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| Practicum and Evaluation – Exam, Part 1 | Duration: 10 hours, 4 simulated mediations (equal to 13,3 academic hours) | IN - PERSON |
| Total of 4 mediations in 1 day, accompanied by extensive feedback, coaching, and evaluation. These mediation are part 1 of the legally required <i>practical exam</i> . The entire practical exam consists of 2 days of simulated mediations - 3 mediations/ co-meditations per participant. More information – at the end of the program description. | | |
| Mediation Training | | |
| Module 1: Participants in Mediation - Roles and responsibilities | Module Duration: 2 hours, (90 min. exercises, of which 60 min. open <i>simulated mediation</i>) | ONLINE |
| Module Objectives: Participants will be able to: Describe the rights, responsibilities and functions of each of the participants in the procedure - mediator, parties, <u>attorneys</u> , experts, others); and define strategies to successfully involve attorneys in the mediation procedure. | | |
| Module 2: Working and Conflict Styles in Mediation | Module Duration: 1 hour and 15 minutes (75 min. exercises) | |
| Module Objectives: Participants will be able to: Discern and explain working styles and behavior styles in conflict (e.g. based on Merrill-Willson, Thomas-Killman tests) and their influence on the mediator’s conduct, and apply strategies to effectively adjust their styles according to the situation in mediation. | | |
| Module 3: Participants’ Difficult Behavior | Module Duration: 2 hours and 15 minutes =135 min. (90 min. exercises, of which 60 min. <i>simulated mediation</i>) | ONLINE |
| Module Objectives: Participants will be able to: List the basic difficult behaviors of the participants in mediation and practice successful strategies for coping with them. | | |
| Module 4: Working with | Module Duration: | In-PERSON |

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| <i>emotions</i> | 1 hour and 30 minutes (of which 60 min. <i>simulated mediation</i>) | |
| Module Objectives: Participants will be able to: Demonstrate skills for identifying emotions and the reasons for them, and show mediator techniques for effective work with emotions - identification, recognition, refocus on needs, values, goals. | | |
| Module 5: Advanced Mediator Techniques and Dealing with Impass | Module Duration: 2 hours (52 min. exercises and 36 min. practical video mediation) | |
| Module Objectives: Participants will be able to: Apply advanced mediator techniques in the mediation process (mirroring, transparency, stories, specific use of reframing, change of space, time, and participants), as well as strategies for creative solutions – brainstorming and others, and demonstrate skills for dealing with impasses. | | |
| Module 6: Mediation in Different Types of Disputes | Module Duration: 2 hours and 15 min (100 min. video and exercises, of which 60 min. <i>simulated mediation</i>) | |
| Module Objectives: Participants will be able to: Explain three to four specific elements of the mediation procedure in family, labor, administrative and commercial disputes, and others. | | |
| Module 7: Comparative Legal Review, EU Legislation | Module Duration: 40 minutes (15 minutes exercise) | |
| Module Objectives: Participants will be able to: List the basic acts of the EU, the basic documents of the Council of Europe (CE) on mediation issues and formulate the basic requirements of mediation in the legal framework of the EU – the Mediation Directive 2008/52, basics of cross-border mediation. | | |
| Module 8: Organization of Mediators' Activity | Module Duration: 40 minutes (30 minutes discussion) | |
| Module Objectives: Participants will be able to: Describe the establishment, administration, main functions and basic documents of Mediation Centers, and for organizing own mediation activity. | | |
| Module 9: Court Referral Programs | Module Duration: 40 minutes (30 minutes video and discussion) | |
| Module Objectives: Participants will be able to: Explain which disputes are appropriate for referral, and define the elements and timing of the referral process according to the legal requirements, as well as the basic rules of referral. | | |

CERTIFICATION MEDIATION TRAINING PROGRAM, Sporazumenia Association, Bulgaria

2020

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| Conclusion | Duration: 1 hour and 30 minutes | In-PERSON |
| Summary of Level 2 two days, including legally required examination (1 hour test) | | |
| | Total In-person Hours: 7.15 hours, equal to 9.6 academic hours | |
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| Practicum and Evaluation - Exam Level 2 | Duration: 10 hours, 3 simulated mediations and legally required interview on the topics of the training (equal to 13,3 academic hours) | IN-PERSON |