

MEDIATOR'S COMPETENCE FRAMEWORK, PART 1 REQUIREMENTS for Mediator's Performance, Corresponding to the legal requirements under the Bulgarian Mediation Act (also reflecting international standards applied in UK and other countries)	
Relationship skills	
Creates an environment conducive to mediation – by professionally setting the scene and the tone of mediation, and by using rapport to establish trust.	
Communicates and interacts with each participant, by	
<ul style="list-style-type: none"> - Using effective communication skills and mediator's tools – active listening, effective questions, summarizing, reframing, tec. - Managing emotions effectively, including by using recognition and empathy, - Dealing effectively with difficult behaviours. 	
Process skills	
Establishes and maintains a safe working structure, by	
<ul style="list-style-type: none"> - Ensuring the observation of the principles, - Exercising control over the mediation process at any time, - Effectively handling challenges. 	
Manages the process through the stages of mediation, by	
<ul style="list-style-type: none"> - Ensuring the logical and smooth moving through the stages of mediation - Effectively using joint meetings and caucuses, - Ensuring appropriate pace according to the needs of the parties. 	
Content skills	
Facilitates the parties in creating solutions	
<ul style="list-style-type: none"> - Without taking responsibility for determining content - By avoiding premature focus on options without sufficient exploration of interests. 	
Encourages the generation of various options, by	
<ul style="list-style-type: none"> - Actively exploring the underlying interests. - Reality checking - Communicating information in a way that facilitates reaching settlement. 	

MEDIATOR'S COMPETENCE FRAMEWORK, PART 2 Competences included in each module of the training	
Mediation Training, Level 1, 3 days	
Duration: 30 academic hours	
Introduction	Duration: 30 minutes
Module 1: Essence of Conflict	Module Duration: 1 hour and 30 minutes (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	

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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 (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 (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, (1 hour and 40 min. exercises, of which 60 min. <i>simulated 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
Practicum and Evaluation – Exam, Level 1	Duration: 10 hours, 4 simulated mediations
Total of 4 mediations in 1 day, accompanied by extensive feedback, coaching, and evaluation. These mediations 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-mediations per participant. More information – at the end of the program description.	
Mediation Training, Level 2, 3 days Duration: 30 academic hours (45 minutes each), equal to 22,5 astronomic hours (of which 3,5 hours theory, 7,5 hours practical exercises, 10,5 hours simulated mediations (6,5 hours exam mediations and interview), 1 hour written exam).	
Introduction	Duration: 30 minutes
Module 1: Participants in Mediation - Roles and responsibilities	Module Duration: 2 hours, (90 min. exercises, of which 60 min. open <i>simulated mediation</i>)
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	Module Duration:

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Mediation	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 (90 min. exercises, of which 60 min. <i>simulated mediation</i>)
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 emotions	Module Duration: 1 hour and 30 minutes (90 min. exercises, 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 (100 min. exercises)
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 (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.	
Conclusion	Duration: 1 hour and 30 minutes
Summary of Level 2 two days, including legally required examination (1 hour test)	

Practicum and Evaluation - Exam Level 2	Duration: 10 hours, 3 simulated mediations and legally required interview on the topics of the training
Total of 3 mediations in 1 day, accompanied by extensive feedback, coaching, and evaluation. These mediations are part 2 of the legally required <i>practical exam</i> . The entire practical exam consists of 2 days of simulated mediations - 3 mediations/ co-mediators per participant.	
The EXAM. According to the legal requirements, the exam consists of a written test, practical exam – consisting of at least 1 simulated mediation, and interview. We do apply high standards to certification, by assessing the trainees based on the above strict criteria for high performance. They conduct 3 exam mediations instead of 1, and participate in 5 mediations during the training (instead of 3).	

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