

Annex B Course Outline

Homework Assignment

7 elements activity: 3 hours

Self-Reflection: 2 hours

Questionnaire: 1 hour

Course

In-class Duration: 34 hours

Strategic Conflict management for Professionals Module 1

Day 1: 0900 to 1745

Day 2: 0900 to 1600

Strategic Conflict management for Professionals Module 2

Day 3: 0900 to 1730

Day 4: 0900 to 1730

Day 5: 0900 to 1730

Time	Details	Competency Framework	Instructional Technique
Day 1			
9:15am – 10:30am	Learning Activity 1 – Hextium Pricing	Knowledge Development An overview of negotiation and conflict resolution theory Skills Development Negotiation strategies and skills to manage the content of the dispute	Activity
10:30am – 10:45am	Tea Break		
10:45am – 10:55am	Types of dispute	Knowledge Development An overview of negotiation and conflict resolution theory	Lecture
10:55am – 11:25am	1.2 Types of dispute resolution processes 1.3 Objective of going into a dispute 1.4 Relevant legislation and regulations (KA5)	Knowledge Development An overview of negotiation and conflict resolution theory	Lecture
11:25am – 12:00pm	2.1 Preparation for Mediation – The 7 Elements	Skills Development	Lecture

		Negotiation strategies and skills to manage the content of the dispute	
12:00pm – 1:00pm	Lunch		
1:00pm – 1:45pm	Learning Activity 2 – Zoey Teh	Skills Development Negotiation strategies and skills to manage the content of the dispute	Activity
1:45pm – 2:05pm	2.1 Preparation for Mediation – The 7 Elements (continued)	Skills Development Forms of listening skills and communication strategies Negotiation strategies and skills to manage the content of the dispute	Lecture
2:05pm – 2:15pm	3.1 Steps to preparation for a case		Lecture
2:15pm – 2:45pm	Video: SOCIAL MEDIATION	Knowledge Development Mediation principles	Video and discussion
2:45pm – 3:45pm	3.2 Stages of Mediation 3.3 Participate in dispute resolution processes 3.4 Conflict resolution techniques 3.5 Set up ground rules and agenda 3.6 Actively listen to other parties' position 3.7 Communication Techniques 3.8 Discuss known facts and each party's position 3.9 Identify Common Areas of Agreement 3.10 Drafting the Outcomes (SMART)	Knowledge Development Mediation principles Skills Development Forms of listening skills and communication strategies Process management skills including but not limited to the use of joint and private meetings Ways of responding to the diverse behaviours of the parties 3.6, 3.9,3.10 The roles of legal counsel and representatives	Lecture
3:45pm – 4:00pm	Tea Break		
4:00pm – 5:30pm	Role-play Activity 1	Skills Development Process management skills including but not limited to the use of joint and private meetings	Group Activity / Assessment Activity

		Ways of responding to the diverse behaviours of the parties	
5:30pm – 5:45pm	Round up		

Time	Details	Competency Framework	Instructional Technique
Day 2			
9:00am – 9:15am	Quick Revision		Lecture/ Discussion
9:15am – 10:15am	Activity and discussion (communication skills & overcoming impasse)	Skills Development Forms of listening skills and communication strategies	Discussion
10:15am – 10:30am	Tea Break		
10:30am – 11:00am	4.1 Closure of a Mediation 4.2 Mediation Outcomes (General Guidelines)	Skills Development Ways of responding to the diverse behaviours of the parties	Lecture
11:00am – 12:45pm	Role-Play Activity 2	Skills Development Process management skills including but not limited to the use of joint and private meetings Ways of responding to the diverse behaviours of the parties	Group Activity / Assessment Activity
12:45pm – 1:45pm	Lunch Break		
1:45pm – 3:30pm	Role-Play Activity 3	Skills Development Process management skills including but not limited to the use of joint and private meetings Ways of responding to the diverse behaviours of the parties	Group Activity / Assessment Activity

3:30pm – 3:45pm	Tea Break		
3:45pm – 4:00pm	Recap and summarise course		Lecture
End of Module 1			

Time	Details	Competency Framework	Instructional Technique
DAY ONE			
9:30am - 10:00am	Revision of 7 Elements (30 min)	Knowledge Development	Lecture
10:00am - 11:00am	Practice on Mediator's Opening Statement	Negotiation strategies and skills to manage the content of the dispute Mediation principles	Activity
11:00am - 11:15am	Tea Break		
11:15am – 12:45pm	Role Play 1 – Skin Laser	Skills Development Process management skills including but not limited to the use of joint and private meetings Ways of responding to the diverse behaviours of the parties	Role-play activity
12:45pm - 1:45pm	Lunch		
1:45pm – 2:45pm	Debrief – Skin Laser (1 hr) Application of 7 Elements Review of the Stages of Mediation	Skills Development Process management skills including but not limited to the use of joint and private meetings Ways of responding to the diverse behaviours of the parties	Role-play activity

2:45pm – 3:45pm	Process Skills – Explain what process skills are, how process skills are key to a mediator’s role. Agenda Setting (role play)	Knowledge Development Mediation principles The roles of legal counsel and representatives Skills Development Process management skills including but not limited to the use of joint and private meetings Ways of responding to the diverse behaviours of the parties	Role-play activity
3:45pm - 4:00pm	Tea Break		
4:00pm - 5:00pm 5:00pm - 5:30pm	Exploration of Issues (role play) Private Sessions (role play)	Knowledge Development Mediation principles The roles of legal counsel and representatives Skills Development Process management skills including but not limited to the use of joint and private meetings Ways of responding to the diverse behaviours of the parties	Role-play

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DAY TWO			
9:00am - 10:30am	Drafting Settlement Agreements Lecture (20 min) Bob & Mary Peh exercise (30 min) lawyers vs. non-lawyers Group work (30 min)	Knowledge Development The roles of legal counsel and representatives	Lecture Group activity
10:30am - 10:45am	Tea Break		
10:45am - 12:15pm 12:15pm - 1:45pm	Role Play 2 Debrief (1 hr) The Agreement Phase	Skills Development Process management skills including but not limited to the use of joint and private meetings	Role-play

	Focus on Problem Solving Skills, People Skills and Process Skills.	Ways of responding to the diverse behaviours of the parties	
1:45pm - 2:45pm	Lunch		
2:45pm - 3:15pm	Advanced Communication I Managing Emotions Lecture (30min)	Skills Development Forms of listening skills and communication strategies Ways of responding to the diverse behaviours of the parties	Lecture Group activity
3:15pm - 3:30pm	Tea Break		
3:30pm - 4:30pm	Advanced Communication I Managing emotion exercise 1 (30min) Managing emotion exercise 2 (30min)	Skills Development Forms of listening skills and communication strategies Ways of responding to the diverse behaviours of the parties	Lecture Group activity
4:30pm - 5:30pm	Advanced Communication II Dealing with Perceptions	Skills Development Forms of listening skills and communication strategies Ways of responding to the diverse behaviours of the parties	Lecture

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DAY THREE			
9:00am - 9:15am	Revision on Advanced Communication I & II Managing Emotions & Impasse Dealing with Perceptions	Skills Development Forms of listening skills and communication strategies Ways of responding to the diverse behaviours of the parties	Lecture Role-play
9:15am - 10:45am	Role Play 3		
10:45am - 11:00am	Tea Break		
11:00am – 12:00pm	Debrief – Your Flat Or Mine (1 h) Analysis on what made parties difficult – use 7 Elements	Skills Development Ways of responding to the diverse behaviours of the parties	Lecture
12:00pm - 12:45pm	Advanced Communication III Reframing (15 min)	Skills Development Forms of listening skills and communication strategies	Lecture Activities

	Reframing Exercise 1 (30min)		
12:45pm - 1:45pm	Lunch		
1:45pm - 2:15pm	Advanced Communication III Reframing Exercise 2 (30min)	Skills Development Forms of listening skills and communication strategies	Lecture Activities
2:15pm - 3:00pm 3:00pm - 4:00pm	Legal & Ethical Issues in Mediation (45 min) Culture (60 min)	Knowledge Development Mediator ethics, including any appropriate ethical standards existing in the region in question Skills Development Ways of responding to the diverse behaviours of the parties	Lecture Class activity
4:00pm - 4:15pm	Tea Break		
4:15pm - 5:15pm	Fishbowl Exercise (Revision)	Skills Development Process management skills including but not limited to the use of joint and private meetings	Role-play
5:15pm - 5:30pm	Summary Q&A		Lecture
End of Module 2			