

Trainer the Trainer / Training Refresher Programme

Part 1	In-Class Training	6 h 30 min
Part 2	On-the-Job Training	12 h 45 min
Part 3	Trainer-Peer Evaluation	12 h 45 min
Total Training Hour		32 h

Materials

Train the Trainer Manual
Train the Trainer Workbook

Part 1

TRAIN-THE-TRAINERS WORKSHOP		
Segments	Timing	i/c
Introduction	0900 – 0910	SMC Appointed Trainer
Housekeeping	0910 – 0915	
Overview of Workshop - Expectations Roundtable - Spectrum of Conflict Resolution	0915 - 0930	
Facilitation of Discussion	0930 – 1015	SMC Appointed Trainer
Tea Break	1015 - 1045	
WORKSHOP CONTENTS: Syllabus & Substance		
Hextium Pricing & Debrief : Shafting of paradigm - Show the Hextium Materials - While one is giving instructions, the other should always shadow to make sure all instructions are covered - Timing for collecting of slips should be synchronised. Avoid one group not having anything to do - Positive Outcome	1045 – 1115	SMC Appointed Trainer

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<p>7 ELEMENTS 4 Elements Ugli Eggs – Make sure instructions given are correct</p> <ul style="list-style-type: none"> - Interest - Options - Criteria - Alternative to a Negotiated Agreement <p>3 Elements – Slides</p> <p>Round-up of 7 elements – Substance & Process</p>	1115 – 1145	SMC Appointed Trainer
<p>Case Study: Zoey Teh – Preparation by side</p> <ul style="list-style-type: none"> - Very important to illustrate the difference between OPTIONS vs ALTERNATIVE - Litmus Test: Using Zoey Teh as Secondary Role – is it an Option or Alternative? - Option: Carried out Bilaterally - Alternative: Carried out Unilaterally 	1145 - 1215	SMC Appointed Trainer
<p>Stages of Mediation Video: Spa Wars (Start-Stop)</p>	1215 - 1245	SMC Appointed Trainer
<p>Mediators Communication Tools Sailor and The Girl Exercise: Managing Impasse</p>	1245 - 1300	SMC Appointed Trainer
Lunch	1300 - 1400	
<p>Fishbowl Exercise <u>How to play disputant:</u> Conscious of what to test the parties. Ask questions that affects the process to see how the mediator can manage the situation.</p> <p><u>How to facilitate discussion:</u> Feedback need to be specific. Translatable into ‘actionable’ feedback that participants are able to apply.</p>	1400 - 1500	SMC Appointed Trainer

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<p>Role Play Simulations</p> <ul style="list-style-type: none"> - Structure of Role Play - Instruction/Briefing to Disputants & Mediator - Coaching - Debrief know how: <ul style="list-style-type: none"> • Roles of Mediator • SMC’s Model of Mediation • How long Joint Session should be carried out? • Should a mediator suggest? • Agenda Setting: Should mediator/parties come up with list? Mutual, Neutral & Bullet Points • Private Session: Confidentiality, Authority to Disclose • Authority to Settle • Without Prejudice • Ground Rule 	1500 - 1600	SMC Appointed Trainer
Tea Break		
<ul style="list-style-type: none"> • Q & A & Discussions • Input from partners on SMC’s slides • PART B Briefing 	1600 - 1615 1615 – 1630 1630 - 1700	SMC Appointed Trainer

Part 2

Description	Duration	Materials
SMC will arrange for Trainers to be attached to 1 SCMP Module 1. Trainers to bring along the Train the Trainer Manual and Workbook to jot down notes.	Day 1 0900 - 1745 Day 2 0900 – 1600	Train the Trainer Manual and Workbook

Part 3

Description	Duration	Materials
SMC will arrange for Trainers to co-train for 1 SCMP Module 1.	Day 1 0900 - 1745 Day 2 0900 – 1600	Trainer’s File