

Application for conversion of IMI Certified Mediator Training Program (CMTP) and Qualifying Assessment Program (QAP) to Online Platform

Submitted for Consideration By:

Singapore Mediation Centre

15 June 2020 (Revised)

**Singapore
Mediation
Centre**



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1. Overview

Currently, the Singapore Government has issued a stop order for all classroom training under the tighter safety measures they termed as Circuit Breaker measures. In the event that this stop order extend beyond June 2020, SMC plans to move the in-person classroom training to a synchronous online training and assessment.

2. Certified Mediator Training Program (CMTP)

Course Details

Strategic Conflict management for Professionals Module 1

Face-to-Face Training	Synchronous E-learning
Total number of hours: 13 Day 1: 0900 to 1745 Day 2: 0900 to 1600	Total number of hours: 14 Day 1: 0900 to 1300 Day 2: 0900 to 1300 Day 3: 0900 to 1300 Day 4: 0900 to 1100

Strategic Conflict management for Professionals Module 2

Face-to-Face Training	Synchronous E-learning
Total number of hours: 21 Day 3: 0900 to 1730 Day 4: 0900 to 1730 Day 5: 0900 to 1730	Total number of hours: 22.5 Day 5: 0900 to 1330 Day 6: 0900 to 1330 Day 7: 0900 to 1330 Day 8: 0830 to 1300/1330 to 1800* Day 9: 0900 to 1330

***Note:**

1. 3 face-to-face role-plays of 1.5 hr each where learner plays mediator once and parties twice when government lifted the Circuit Breaker measures.
2. To prevent mingling, participants will stay in their group of threes with a fixed assessor/coach in a room where they can practice social distancing.
3. While in the rooms, assessors/coaches and learners will wear masks and sit 1 meter apart from each other.

Homework Assignment

7 elements activity: 3 hours

Self-Reflection: 2 hours

Questionnaire: 1 hour

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Online Training Programme

No changes to the content except for Activity 1 in Day 1. Activity is changed to a more e-learning friendly, but the objective of the activity remains the same.

MODULE ONE

Online Training Programme (Public Run)

Time	Details	Instructional Technique
Day 1		
9:00am – 9:15am	Introduction	
9:15am – 10:30am	Learning Activity 1	Activity
10:30am – 10:45am	Tea Break	
10:45am – 10:55am	Types of dispute	Lecture
10:55am – 11:25am	Types of dispute resolution processes and Relevant legislation and regulations	Lecture
11:25am – 12:00pm	Preparation for Mediation	Lecture
12:00pm – 12:45pm	Learning Activity 2	Activity
12:45pm – 1:00pm	Wrap-up	

Time	Details	Instructional Technique
Day 2		
9:00am – 9:20am	Preparation for Mediation (continued)	Lecture
9:20am – 9:40am	Steps to preparation for a case	Lecture
9:40am – 10:10am	Video: SOCIAL MEDIATION	Video and discussion
10:10am – 11:10am	Stages of Mediation Drafting the Outcomes (SMART)	Lecture
11:10am – 11:25am	Tea Break	
11:25am – 12:55pm	Role-play Activity 1	Group Activity / Assessment Activity
12:55pm – 1:00pm	Round up	

Time	Details	Instructional Technique
Day 3		
9:00am – 9:15am	Quick Revision	Lecture/ Discussion
9:15am – 10:15am	Activity and discussion (communication skills & overcoming impasse)	Discussion
10:15am – 10:30am	Tea Break	
10:30am – 11:00am	Closure of a Mediation	Lecture
11:00am – 12:45pm	Role-Play Activity 2	Group Activity / Assessment Activity
12:45pm – 1:00pm	Wrap-up	

Time	Details	Instructional Technique
Day 4		
9:00am – 10:30am	Role-Play Activity 3	Group Activity / Assessment Activity
10:30am – 10:45pm	Tea Break	
10:45pm – 11:00am	Recap and summarise course	Lecture

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Online Training Programme (Customised)

Time	Details	Instructional Technique
Day 1		
9:00am – 9:15am	Introduction	
9:15am – 10:30am	Learning Activity 1	Activity
10:30am – 10:45am	Tea Break	
10:45am – 10:50am	Housekeeping	Lecture
10:50am – 11:05am	Overview of Workshop (15 min) - Expectations Roundtable - Spectrum of Conflict Resolution	Lecture
11:05am – 11:15am	Ugli Eggs * Fact Sheets in Trainer’s File	Activity
11:15am – 11:50am	The 7 Elements (first 4 elements)	Lecture
11:50am – 12:50pm	Learning Activity 2 – Zoey Teh	Activity
12:50pm – 1:00pm	Wrap-up	

Time	Details	Instructional Technique
Day 2		
9:00am – 10:00am	The 7 Elements (Last 3 elements)	Lecture
10:00am – 10:30am	Video: SOCIAL MEDIAtion	Video and discussion
10:30am – 10:45am	Tea Break	
10:45am – 12:15pm	Role-play Activity 1	Group Activity / Assessment Activity
12:15 – 12:35pm	Mediators Communication Tools (Origami Exercise)	Group Activity
12:35pm – 1:00pm	Sailor and The Girl Wrap-up (5min)	Group Activity

Time	Details	Instructional Technique
Day 3		
9:00am – 9:15am	Quick Revision	Lecture/ Discussion
9:15am – 10:30am	Discussion on the Stages of Mediation FishBowl: Peh & Seng	Discussion
10:30am – 10:45am	Tea Break	
10:45am – 12:15pm	Role-Play Activity 2	Group Activity / Assessment Activity
12:15pm – 12:45pm	Managing Impasse	Lecture
12:45pm – 1:00pm	Wrap-up	

Time	Details	Instructional Technique
Day 4		
9:00am – 10:30am	Role-Play Activity 3	Group Activity / Assessment Activity
10:30am – 10:45am	Tea Break	
10:45am – 11:45am	Discussion of mediation/negotiation challenges based questions raised on the spot	Group Discussion
11:45am – 12:15pm	Participants to share their main take-away lessons - How their mediation styles have been affected by the workshop	Group Discussion
12:15pm -12:45pm	Summarise Day 1 and Day 2	Lecture
12:45pm – 1:00pm	Q & A and handout evaluation forms	Group Discussion

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MODULE TWO

Online Training Programme

Time	Details	Instructional Technique
Day 5		
9:00am - 9:30am	Revision of 7 Elements (30 min)	Lecture
9:30am - 10:30am	Practice on Mediator's Opening Statement	Activity
10:30am - 10:45am	Tea Break	
10:45am - 11:45pm	Process Skills Agenda Setting (video)	Role-play activity
11:45am - 12:45pm	Exploration of Issues (video)	Role-play
12:45pm - 1:15pm	Private Sessions (video)	Role-play
1:15 - 1:30pm	Wrap-up	

Time	Details	Instructional Technique
Day 6		
9:00am - 10:30am	Drafting Settlement Agreements Lecture (20 min) Bob & Mary Peh exercise (1h)	Lecture Group activity
10:30am - 10:45am	Tea Break	
10:45am - 11:15pm	Advanced Communication I Managing Emotions Lecture (30min)	Lecture Group activity
11:15am - 12:15pm	Advanced Communication I Managing emotion exercise	Lecture Group activity
12:15pm - 1:15pm	Advanced Communication II Dealing with Perceptions	Lecture
1:15pm - 1:30pm	Wrap-up	

Time	Details	Instructional Technique
Day 7		
10:00am - 10:30am	Revision on Advanced Communication I & II Managing Emotions & Impasse	Lecture Role-play
10:30am - 10:45am	Tea Break	
10:45am - 11:45am	Analysis on what made parties difficult - use 7 Elements	Lecture
11:45am - 12:30am	Advanced Communication III Reframing (15 min) Reframing Exercise 1 (30min)	Lecture Activities
12:30pm - 12:45pm	Advanced Communication III Reframing Exercise 2 (30min)	Lecture Activities
12:45pm - 1:30pm	Legal & Ethical Issues in Mediation (45 min)	Lecture Class activity

Time	Details	Instructional Technique
Day 8		
9:00am - 10:30am 1:30pm - 3:00pm	Role Play 1 Debrief (1 hr)	Role-play activity
10:30am - 12:00pm 3:00pm - 4:30pm	Role Play 2 Debrief (1 hr)	Role-play
12:00pm - 13:30pm 4:30pm - 6:00pm	Role Play 3 Debrief (1 hr)	Role-play

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Time	Details	Instructional Technique
Day 9		
9:00am – 10:30 am	Review of Role-Plays	Role-play
10:30am - 10:45am	Tea Break	
10:45am - 11:45am	Culture (60 min)	Lecture Class activity
11:45am - 12:45pm	Fishbowl (Revision)	Role-play
12:45pm – 1:15pm	Briefing for Assessment Question & Answer Session	Lecture
1:15pm - 1:30pm	Summary Q&A	Lecture

Group Size

Maximum class size	24 -40
Maximum trainer to participant ratio	1 trainer to every 12-20 participants
Overall approach to class size or trainer-participant ratio	2 trainers to every 24-40 participants

Course Role-Play Activities

E-learning

- 1 participant playing mediators and 2 participants playing opposing parties
- 1 to 2 Coaches per group
- Each participant has to undergo 3 role-play sessions
- Duration: 1h 30 min per session

Face-to-face (Offered on Day 8)

- Subjected to approval from Government -to be replace by online role-play session otherwise.
- 1 participant playing mediators and 2 participants playing opposing parties
- 1 to 2 Coaches per group
- Each participant has to undergo 3 role-play sessions
- Duration: 1h 30 min per session

*Note:

1. 3 face-to-face role-plays of 1.5 hr each where learner plays mediator once and parties twice when government lifted the Circuit Breaker measures.
2. To prevent mingling, participants will stay in their group of threes with a fixed assessor/coach in a room where they can practice social distancing.
3. While in the rooms, assessors/coaches and learners will wear masks and sit 1 meter apart from each other.

Accreditation Assessment

Online Written Paper

- Online System Timed Assessment
- Open-Book
- Only 1-time submission

Online Written Reflection

- Upload word document or pdf in Google Form

Online Role-Play Assessment (During Circuit Breaker)

- 1 participant playing mediators and 2 participants playing opposing parties
- 1 to 2 Coaches per group
- Each participant has to undergo 3 role-play sessions
- Duration: 1h 30 min per session (1 h of assessment and 30 min for assessors to deliberate)

Face-to-face Role-Play Assessment (Social Distancing Measure*)

- Subjected to approval from Government -to be replace by online role-play session otherwise.
- 1 participant playing mediators and 2 participants playing opposing parties
- 1 to 2 Coaches per group
- Each participant has to undergo 3 role-play sessions
- Duration: 1h 30 min per session (1 h of assessment and 30 min for assessors to deliberate)

*Note:

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3. While in the rooms, assessors/coaches and learners will wear masks and sit 1 meter apart from each other.

3. Qualifying Assessment Program (QAP)

Accreditation Assessment

Online Written Paper

- Online System Timed Assessment
- Open-Book
- Only 1-time submission

Online Written Reflection

- Upload word document or pdf in Google Form

Online Role-Play Assessment (During Circuit Breaker)

- 1 participant playing mediators and 2 participants playing opposing parties
- 1 to 2 Coaches per group
- Each participant has to undergo 3 role-play sessions
- Duration: 1h 30 min per session (1 h of assessment and 30 min for assessors to deliberate)

Face-to-face Role-Play Assessment (Social Distancing Measure*)

- Subjected to approval from Government -to be replace by online role-play session otherwise.
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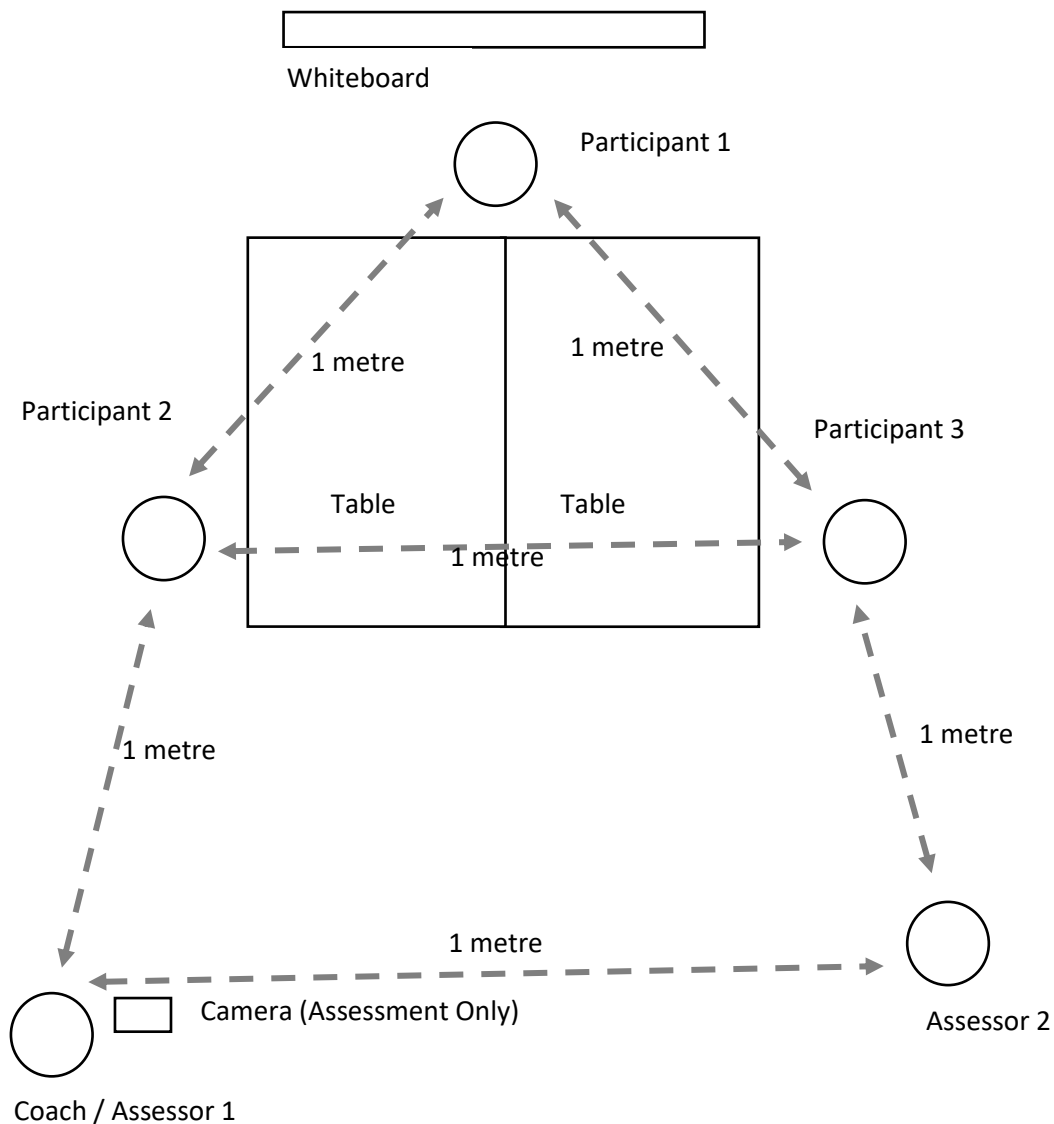
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3. While in the rooms, assessors/coaches and learners will wear masks and sit 1 meter apart from each other.

4. SMC's Online Capability

- i. SMC has the ability to organize webinars. We use Zoom for our all of our events during the safety measures implemented by the Singapore Government.
- ii. The webinars will be conducted in one location and streamed live to the participants. Participants will be able to pose questions through the webinar platform. We use a separate Google document as a discussion board.
- iii. Participants do not need to download the Zoom app. They can use the web browser to access to the webinar. Nevertheless, a step by step instructions will be given.
- iv. SMC has spent 8 weeks to train our Trainers, Assessors and Coaches to conduct training, assessment and coaching online. Only Training Faculty members who attended the training will be activated for Online Training Programmes.
- v. SMC uses the registration function to generate the attendance reports for each of the Zoom sessions.
- vi. Zoom has the ability to split into break out rooms. SMC uses the breakout rooms for group activities. SMC also modified some of our activities to be more online friendly.
- vii. Currently, SMC also has an array of videos covering key topics at our disposal. We use them to support online learning.

5. Room Arrangement



Note:

1. 3 face-to-face role-plays of 1.5 hr each where learner plays mediator once and parties twice when government lifted the Circuit Breaker measures.
2. To prevent mingling, participants will stay in their group of threes with a fixed assessor/coach in a room where they can practice social distancing.
3. While in the rooms, assessors/coaches and learners will wear masks and sit 1 meter apart from each other.
4. Before entering the room, assessors/coaches and learners need to do health declaration, abide by Government's Contact Tracing measures and take their temperature.