



ILSCA 40-hours Online Mediation Training Programme

Syllabus

The 40-hours Online Mediation Training Programme at the ILSCA will cover, in depth, the following topics:

1. Introduction
2. Mediation v. Other Modes of Dispute Resolution: Understanding the Key Differences
3. The Process of Mediation
 - The Opening Statement
 - Understanding the Problem
 - Problem-solving
 - Negotiations
 - Agreement
4. The Principles of Mediation
5. Qualities of a good mediator
6. Communication and communication barriers
7. Role of a Mediator in Mediation
8. Role of the Parties in a Mediation
9. Role of the Advocates in a Mediation
10. Barriers to Negotiation
11. Impasse – Types of Impasse and Techniques to Break the Impasse
12. Using Caucus as an Effective Mediation Tool
13. Simulation exercises