

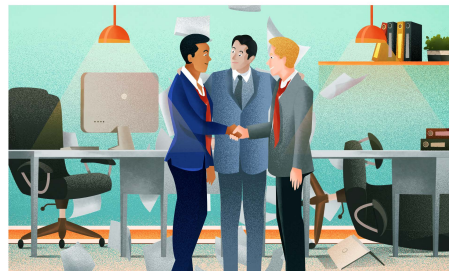


## 30 HOURS Online Mediation Certificate Training

This course is designed for all professionals who work and deal with conflicts and want to become a certified Mediator. At the end of the program the trainee will receive the Mediation Certificate.

In the Mediation Certificate Training the participants will learn the importance of Alternative Disputes Resolution methods such as Mediation to resolve conflicts in an effective and productive ways. Moreover, how is important to have Problem Solving Skills, Mind and Tools Sets such as verbal and non-verbal languages, effective communication style, negotiation techniques and be aware of the personalities of whom people deal with and how important is to bond with other and have Emotional Intelligence.

designed by



The training is offered in a hybrid on-line format with a combination of live training through zoom with the use of white board and PPT all shared live. The instructor will share real case and advance materials with the participants. Advance materials will be shared with the participants. In the Mediation Certificate training is included 10 hours "ASK THE EXPERT" format where the students are going to share with the instructor their own real cases and work to resolve them in real time.

### CHAPTER 1 PROBLEM SOLVING

- a. Process
- b. Skills Sets
- c. Mind Sets
- d. Tolls Sets

### CHAPTER 2 NEGOTIATION

- a. What is negotiation
- b. Types of negotiation
- c. Approaches to negotiation
- d. Negotiation stages
- e. Negotiation skills
- f. Negotiation techniques

### CHAPTER 3 ANALYSIS OF CONFLICTS

- a. Definition of conflicts
- b. Elements of the conflicts
- c. Reasons why conflicts arise
- d. Source of conflicts
- e. How to detect potential conflicts?
- f. How to resolve conflicts
- g. Ask the expert form

### CHAPTER 4 CONFLICT RESOLUTION METHODS

- a. Conflict resolution basic principles.
- b. Traditional Legal System vs. ADR
- c. Cost of Conflicts – external, internal and health consequences
- d. Assessment of the conflict

### CHAPTER 5 MEDIATION

- a. What is mediation?
- b. Mediation Characteristics and principles
- c. Mediation Process: 5 stage – POSTER
- d. Mediation techniques
- e. More information on Mediation – Handout
- f. Communication styles and Languages -Scripts
- g. Who is the mediator?
- h. Mediator Ethic – Impartiality and neutrality
- i. Difficult Disputants – Personalities j. International status of Mediation

### ASK THE EXPERT

**MOCK MEDIATION**

**REAL CASES**