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EU CURRICULUM

IN Medias

The In Medias Curriculum provides training tailored to European mediation practices. It encompasses various modules aimed at developing knowledge and skills in mediation techniques, conflict management, legal frameworks, and ethics, which were piloted, implemented, and evaluated.

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The European Mediation Training program is a collaborative effort of eight prominent mediation institutions in Europe. It aims to provide a comprehensive and innovative training program for individuals seeking to become certified mediators in Europe. Developed as part of an Erasmus+ program, this training program combines the expertise and resources of these institutions to deliver a high-quality curriculum that meets European standards in mediation. By completing this training, participants will gain the necessary knowledge and skills to effectively mediate conflicts in a European context and earn European certification as a mediator.



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Introduction:

The European Curriculum for Conflict Mediation and Resolution, developed under the auspices of the In Medias Project, is an initiative aimed at equipping individuals with the knowledge, skills, and competencies necessary to effectively manage and resolve conflicts within the European Union (EU) and beyond. Recognizing the pressing need for a comprehensive approach to conflict resolution, this curriculum represents a collaborative effort among nine partners from seven EU countries and experts in the field of mediation.

These nine institutions were involved in the development of the curriculum:



The name of the initiative is:



In Medias, derived from the Latin phrase "in medias" meaning "into the midst of things," signifies the project's commitment to addressing conflicts at their core and actively engaging in their resolution. By providing a standardized framework for conflict management, mediation, and negotiation, this curriculum seeks to foster a culture of peace, dialogue, and understanding throughout Europe.

The In Medias Project brings together a diverse consortium of experts, including scholars, practitioners, and policymakers, who have contributed their extensive knowledge and

experience to create a curriculum that reflects the multifaceted nature of conflicts in today's society. Drawing upon a wide range of disciplines, such as law, psychology, international relations, and sociology, the curriculum adopts an interdisciplinary approach to conflict resolution, ensuring a comprehensive understanding of the complexities involved.

The European Curriculum for Conflict Mediation and Resolution is designed to cater to a variety of audiences, including professionals working in conflict-prone areas, managers, social workers, civil servants, educators, students, and individuals interested in acquiring mediation skills. It offers a progressive learning pathway, starting with foundational concepts and gradually advancing to more advanced topics and practical applications.

The curriculum encompasses a broad spectrum of subjects, including conflict analysis, negotiation techniques, intercultural communication, power dynamics, human rights, and the ethical principles of mediation. Special attention is given to the EU's legal and institutional framework for conflict resolution, ensuring alignment with existing structures and policies.

One of the core strengths of the curriculum lies in its interactive and experiential learning methodologies. Participants are encouraged to engage in case studies, simulations, role-plays, and real-life scenarios to develop practical skills and apply theoretical knowledge in a supportive environment. The curriculum also emphasizes self-reflection, promoting personal growth, and fostering empathy and active listening.

Furthermore, the In Medias Project recognizes the importance of continuous professional development and lifelong learning. As such, the curriculum provides avenues for further specialization, advanced training, and networking opportunities, allowing individuals to deepen their expertise and expand their professional networks within the field of conflict mediation and resolution.

By promoting a shared understanding of conflict management and mediation practices, the European Curriculum for Conflict Mediation and Resolution aims to contribute to the establishment of a more peaceful and inclusive European society. It seeks to empower individuals with the necessary tools to navigate conflicts, transform them into opportunities for constructive dialogue, and contribute to sustainable peace-building efforts across the European Union and beyond.

Approach

The European Curriculum for Conflict Mediation and Resolution is the result of a collaborative effort among nine partners involved in the In Medias Project. The project commenced with a comprehensive analysis of the existing curricula and legal frameworks for mediation training and certification within the partner countries, namely Germany, Poland, Hungary, Netherlands, Ireland, and Portugal. This initial step aimed to identify commonalities, best practices, and regulatory requirements in order to create a curriculum that is both innovative and compliant with each country's regulations.

The working group conducted a thorough examination of the partners' current curricula and legal frameworks, which served as the foundation for further development. This process involved an in-depth evaluation of the content, methodologies, and outcomes of existing training programs. By drawing on the partners' wealth of experience and evaluation, the curriculum aimed to build upon established practices while introducing unique and innovative elements.

To foster mutual understanding and collaboration, the working group engaged in a series of study visits and discussions, allowing partners to familiarize themselves with each other's concepts, approaches, and didactic methodologies. These exchanges facilitated a deeper understanding of the diverse perspectives and expertise within the consortium.

Based on the insights gained through these interactions, the working group developed a comprehensive training plan, which is outlined in this document. One of the distinguishing features of this curriculum is its hybrid approach to teaching and learning. Firstly, each module is hosted in a different partner country, providing participants with exposure to various cultural contexts and mediation practices. Secondly, the curriculum incorporates a combination of onsite and online modules, enabling flexibility and accessibility for participants. This hybrid approach acknowledges the increasing importance of technology and the need to accommodate different learning preferences and circumstances.

Importantly, the curriculum adheres to the regulatory requirements of each partner country. This ensures that participants who successfully complete the training can obtain certification

in their respective countries. By meeting these national standards, the curriculum maintains its relevance and applicability within the legal frameworks of each partner country.

Pilot Project

The pilot run of the European Curriculum for Conflict Mediation and Resolution was organized to provide participants with a comprehensive training experience. The curriculum consisted of a combination of on-site and online training, with a total of 120 hours of on-site instruction, 40 hours of online classes, and an additional 40 hours dedicated to intervision and peer group work.

The training was structured into seven modules, each hosted by a different institution in a partner country. Each module spanned three days, with 20 hours of instruction. Additionally, every institution conducted five hours of live online classes to enhance the learning experience and facilitate interaction among participants.

Module 1, held in Amsterdam, Netherlands, focused on introducing participants to the field of mediation. It covered topics such as conflict theory, communication techniques, and the fundamental principles and process of mediation.

Module 2, conducted in Warsaw, Poland, delved into the opening phase of mediation. Participants explored the ethical aspects of mediation and honed their communication and questioning skills, crucial for initiating a successful mediation process.

Module 3, hosted in Stuttgart, Germany, , which delved into the interests and core aspects of mediation. Participants learned about interest-based negotiation, the dynamics of conflicts, and the role of emotions in mediations. The module also covered techniques and methods for initiating dialogue between conflicting parties.

Module 4 took place in Lisbon, Portugal, and focused on the final phases of mediation. Participants delved into topics such as introducing options, finding solutions, and reaching agreements. The module also shed light on the roles of mediators and lawyers in the mediation process.

Module 5 the Budapest, Hungary , centered on handling difficult aspects of mediations. Participants learned strategies for managing challenging situations and explored special features of mediations, including designing processes for community dialogues.

Module 6, conducted in Turin, Italy, shifted the focus to online mediation and psychology. Participants deepened their understanding of psychological aspects relevant to mediation and explored the transformative approach. This module served as the final preparation for the participants before the final assessment.

Module 7, the final module, returned to Stuttgart, Germany, with a focus on practice and refining methods and techniques. A detailed description of this module was forthcoming, but it aimed to provide participants with an opportunity to apply their acquired knowledge and skills in practical scenarios.

Throughout the training, participants engaged in intervision and peer group work, adding an additional 40 hours to their learning experience. These activities fostered reflection, collaboration, and shared learning among participants.

Participants of this pilot training came from these [countries](#).

Outcomes for participants

This curriculum aims to deliver following outcomes for the participants of the training

By attaining these expected goals, participants will possess the necessary skills, knowledge, and competencies to effectively engage in conflict mediation, navigate cultural complexities, and facilitate constructive dialogue within in the EU and above. The emphasis on personal growth, cultural sensitivity, and professional network building ensures participants' readiness to contribute to conflict resolution processes within the European context, while maintaining academic rigor and adherence to the curriculum's objectives.

1. Development of Essential Mediation Skills: The curriculum aims to enable participants to acquire and refine essential mediation skills, including effective communication, active listening, empathy, and creative problem-solving. Participants will develop the ability to

facilitate constructive dialogue between conflicting parties, promoting mutual understanding, and seeking collaborative solutions.

2. Attainment of IN-MEDIAS European Certification and the IMI Certificate: Successful completion of the curriculum will lead to the IN-MEDIAS European Certification, providing participants with recognition of their competence in conflict mediation within the partner countries. Participants will demonstrate proficiency in applying mediation techniques in diverse cultural and legal contexts, adhering to ethical standards and regulatory frameworks. The project group successfully met the rigorous quality criteria set by the International Mediation Institute (IMI) and achieved the prestigious IMI certification. This remarkable accomplishment stands as a testament to the dedication and hard work of the partners involved in the program. By attaining IMI qualification, all participants in the program have earned a globally recognized credential from an independent international mediation institute. This achievement not only reflects the high standards of the training program but also opens doors to opportunities and recognition in the field of mediation worldwide.

3. Enhanced Cultural Sensitivity and Intercultural Competence: The curriculum seeks to cultivate participants' cultural sensitivity and intercultural competence. Through exposure to diverse cultural perspectives and interactive learning experiences, participants will develop the ability to navigate cultural differences, handle cross-cultural communication challenges, and effectively engage with individuals from various European countries.

4. Proficient Building and Maintenance of Professional Networks: Participants will have the opportunity to establish and expand their professional networks by engaging with fellow professionals from diverse cultural backgrounds. Through collaborative training exercises, group discussions, and practical case studies, participants will cultivate connections and relationships, facilitating future cooperation in cross-cultural mediation endeavors.

5. Expansion of Personal Awareness and Growth: The curriculum aims to foster personal growth and self-awareness among participants. By reflecting on their own biases, assumptions, and communication styles, participants will develop a deeper understanding of their role as mediators and their impact on conflict resolution processes. This self-reflection process will contribute to personal growth and enhance participants' ability to facilitate productive dialogues.

6. Development of Competence for Constructive Dialogue: The curriculum emphasizes the development of participants' competence for constructive dialogue. Participants will acquire the skills to facilitate open and respectful conversations, manage conflict dynamics, and promote a collaborative atmosphere conducive to finding mutually satisfactory resolutions. This includes fostering a safe space for expressing diverse perspectives, addressing power imbalances, and promoting inclusivity and equity in dialogue processes.

Competency Profile for European Mediation Trainees

Conflict Resolution Skills:

- Active listening: Demonstrate the ability to attentively listen to parties involved in a conflict, seeking to understand their perspectives and underlying interests.
- Negotiation techniques: Utilize principled negotiation approaches to facilitate constructive dialogue and reach mutually acceptable agreements.
- Problem-solving: Apply analytical and creative thinking to identify and explore potential solutions that address the root causes of conflicts.
- Mediation process management: Effectively guide the mediation process, ensuring a fair and balanced environment while managing power dynamics and emotions.

Intercultural Competency:

- Cultural awareness and sensitivity: Exhibit awareness and appreciation for cultural differences, recognizing their influence on communication, values, and conflict resolution approaches.
- Cross-cultural communication: Adapt communication strategies to effectively engage and build rapport with individuals from diverse cultural backgrounds, taking into account language barriers and non-verbal cues.
- Cultural adaptation: Demonstrate flexibility and openness in adapting mediation techniques and approaches to accommodate the cultural norms, values, and expectations of participants from various European countries.

- Conflict analysis within cultural contexts: Analyze conflicts within the cultural and social contexts in which they arise, considering historical, political, and sociocultural factors to develop culturally responsive mediation strategies.

Dialogue Competency:

- Facilitative dialogue: Create an inclusive and respectful environment that encourages open dialogue and active participation from all parties involved.
- Reflective listening: Employ reflective listening techniques to foster deeper understanding, encourage empathy, and validate participants' experiences and emotions.
- Questioning and reframing: Utilize appropriate questioning techniques to elicit underlying interests and reframe perspectives, fostering mutual understanding and uncovering common ground.
- Managing difficult conversations: Employ strategies to manage and de-escalate conflicts during dialogue, including addressing emotional dynamics, resolving impasses, and promoting constructive interactions.

Legal and Ethical Knowledge:

- Understanding of legal frameworks: Possess knowledge of the legal principles and regulations relevant to mediation within the European countries represented in the training, ensuring compliance with applicable laws and ethical standards.
- Confidentiality and neutrality: Comprehend and uphold the principles of confidentiality and neutrality in mediation, maintaining a non-judgmental and impartial stance throughout the process.
- Ethical decision-making: Navigate complex ethical dilemmas inherent to mediation, making informed decisions that uphold the integrity of the process and prioritize the well-being of all parties involved.

By embodying these competencies, participants in the European mediation training demonstrates proficiency in conflict resolution skills, intercultural competency, and dialogue

competency. Their ability to navigate diverse cultural contexts, facilitate constructive dialogue, and apply effective mediation techniques will equip them to address conflicts within the European context while upholding legal and ethical principles.

Curriculum Description:

Introduction

This comprehensive overview will provide you with a deeper understanding of the seven modules included in the curriculum. Rather than focusing on specific slides, roleplays, or training plans, this introduction aims to highlight the content of the curriculum by outlining the topics and learning outcomes of each module. We acknowledge and value the feedback received from participants, which emphasizes the importance of diversity in trainers, their professional backgrounds, cultural perspectives, and unique training approaches. As a result, we have intentionally designed the curriculum to offer flexibility and enable trainers to bring their expertise, creativity, and authenticity into the training process.

Throughout the curriculum, participants can expect an immersive exploration of conflict resolution, intercultural competency, and dialogue skills. The modules have been thoughtfully crafted to provide a comprehensive understanding of these topics, while ensuring a cohesive and enriching learning journey for each participant. By incorporating trainers with diverse backgrounds and perspectives, we foster an inclusive and dynamic learning environment that encourages participants to engage with different training methodologies and approaches.

The module descriptions presented in this curriculum description outline the core topics and learning outcomes that are covered in each module. They serve as a roadmap, guiding participants through the curriculum.

Our commitment to flexibility allows trainers to adapt their delivery to the unique needs of the participants and the cultural context in which the training takes place. By embracing the diversity of trainers and their distinct perspectives, we create an environment that promotes authenticity, encourages critical thinking, and fosters cultural sensitivity. This approach ensures that participants benefit from a rich and varied learning experience, which, in turn, enhances their ability to navigate conflicts and engage in effective cross-cultural communication.

We understand that participants value the diverse backgrounds, perspectives, and training approaches of the trainers. By embracing this diversity, we create an inclusive and stimulating learning environment that encourages participants to explore various perspectives and methodologies. Through this curriculum, participants will develop the skills, knowledge, and insights necessary to navigate conflicts, foster intercultural understanding, and facilitate constructive dialogues within the European context and beyond.

Overall Pattern of the Training and hours

The training consists of seven modules, each offering a specific focus and set of skills. Throughout the program, participants engage in a combination of live online sessions and on-site intensives, providing flexibility and interactive learning opportunities. Additionally, participants actively participate in peer group activities, fostering collaborative learning and feedback. The overall curriculum duration is 200 hours, ensuring a thorough and in-depth training experience.

The training program consists of:

1. **Seven modules**, each with a specific focus and skill set.
2. **Live online sessions**: Two sessions per module, each lasting 2.5 hours.
3. **On-site intensive sessions**: A 3-day session for each module, totalling 20 hours. Module 6 extends to 4 days and includes the final assessment.
4. **Flexibility in participation**: Sessions 1 (introduction) and 6 (final assessment) are mandatory on-site, while the rest can be attended either on-site or live online.
5. **Peer group activities**: 7 hours of documented group work per session, promoting collaboration and constructive feedback.
7. **Total training duration**: 200 hours, ensuring a thorough and in-depth learning experience.

Module 1: Introduction on Conflicts and the Pre-Phase of Mediation

Learning Outcomes:

- Develop an understanding of conflict theory, including psychological biases and the impact of brain research on behavior in conflicts.
- Gain insights into the concept of power dynamics in conflicts and its relevance in mediation.
- Familiarize oneself with the pre-mediation phase, including the origins of referrals, such as people seeking mediation or court requests.
- Learn effective role-play strategies and techniques for providing constructive feedback.
- Explore the history, basics, and fields of application of mediation as a conflict resolution method.
- Acquire knowledge on how to prepare and organize the pre-phase of mediation, including setting up the mediation room.

Online Session 1:

- Introduction to the Mediation Phase model: providing a brief overview.
 - Explanation of the different phases of the Mediation Phase model
 - Discussion on the significance of each phase in the mediation process
- Exploration of conflict theory, including the Glasl model and psychological biases.
 - Overview of conflict theory and its relevance in mediation
 - Introduction to the Glasl model and its stages of conflict escalation
 - Exploration of psychological biases and their impact on conflict behaviors
- Examination of brain research findings related to behavior in conflicts.
 - Introduction to brain research and its connection to conflict

- Discussion on the influence of emotions and decision-making in conflicts
- Exploration of communication patterns and cognitive processes during conflicts

- Discussion on power dynamics and its relevance in mediation.
 - Explanation of power dynamics and their role in conflicts
 - Analysis of power imbalances and their impact on the mediation process
 - Strategies for managing power differentials and promoting fairness

- Pre-mediation phase: understanding its origins and the process of receiving referrals.
 - Historical overview of the pre-mediation phase
 - Explanation of the importance of receiving referrals and gathering information
 - Guidelines for effective communication and rapport-building in the pre-mediation phase

- Role-play guidelines and feedback techniques.
 - Introduction to role-play exercises and their benefits in skill development
 - Guidelines for conducting realistic and engaging role-plays
 - Feedback techniques for providing constructive feedback to enhance mediation skills

- History, basics, and fields of application of mediation.
 - Overview of the history and evolution of mediation
 - Introduction to the fundamental principles and core concepts of mediation
 - Exploration of the diverse fields where mediation is applicable

- Preparation for mediation procedures: organizing the mediation room and setup.

- Explanation of the importance of preparation in mediation
- Guidelines for organizing the physical space and setting up necessary materials
- Considerations for creating a conducive environment for effective mediation

- Definition of mediation of conflicts.

- Definition of mediation and its distinguishing characteristics
- Exploration of the goals and principles of mediation
- Ethical considerations and professional standards in the mediation process

Online Session 2:

- Focus on EU regulations for mediation.

- Overview of the European Union's initiatives and regulations regarding mediation
- Explanation of the EU Mediation Directive and its key provisions
- Discussion on the impact of EU regulations on the practice of mediation across member states

- Examination of specific domestic legal frameworks and requirements for accreditation (in the Netherlands).

- Introduction to the legal framework for mediation in the Netherlands
- Exploration of the Dutch Mediation Act and its implications for mediators
- Overview of the requirements and process for accreditation as a mediator in the Netherlands

In-Person Session (three days):

- Communication techniques:
 - Questioning techniques to gather information effectively.
 - Reframing techniques to shift perspectives and encourage new insights.
 - Active listening skills to fully understand and validate participants' perspectives.
 - Summarizing techniques to ensure clarity and confirm understanding.

- Team building activities:
 - Collaborative exercises to build trust and enhance communication within the training group.
 - Group discussions and sharing experiences to foster a sense of camaraderie.

- Exploration of attitudes towards conflict:
 - Examining personal beliefs and attitudes towards conflict.
 - Analyzing the impact of these attitudes on conflict resolution approaches.

- Self-awareness exercises based on the Conflict Dynamics Profile:
 - Assessing one's own conflict management style.
 - Reflecting on personal triggers and reactions during conflicts.
 - Identifying areas for personal growth and development.

- Further discussion on the pre-mediation phase:
 - Understanding the role of the mediator in receiving referrals.
 - Exploring effective strategies for building rapport and establishing trust with participants.

- Personal reflections on mediation, documented in booklets:
 - Encouraging participants to reflect on their learning experiences and insights gained during the training.
 - Providing space for individual reflections on the mediation process and personal growth as mediators.

- Reflecting on one's own resources and personality traits:
 - Identifying and leveraging personal strengths as a mediator.
 - Exploring ways to manage personal biases and emotions during mediation.

- Preparation for mediation:
 - Determining the involvement of stakeholders and planning their participation in the mediation process.
 - Considering the benefits and challenges of co-mediation.
 - Setting the stage for a productive and conducive mediation environment.

Peer Group Work:

- Reinforcement of communication techniques learned in the in-person session:
 - Practicing effective questioning, reframing, active listening, and summarizing skills through role-play and simulations.
 - Receiving feedback and guidance on refining communication techniques.

- Continued team building activities :
 - Engaging in collaborative exercises and group discussions to strengthen trust, communication, and teamwork.

- Participating in team-building exercises designed to foster a cohesive and supportive training environment.

- Further exploration of attitudes towards conflict:

- Deepening the understanding of personal beliefs, values, and biases that shape conflict perception and response.

- Reflecting on the impact of attitudes towards conflict on the mediation process and outcomes.

- Self-awareness exercises based on the Conflict Dynamics Profile:

- Assessing and interpreting one's own conflict management style and tendencies.

- Identifying triggers, patterns, and areas for personal growth and development as a mediator.

- Examination of the pre-mediation phase and the process of receiving referrals:

- Understanding the importance of thorough preparation and information gathering before mediation.

- Discussing best practices for building rapport, managing expectations, and establishing a safe environment for participants.

- Personal reflections on mediation, captured in booklets:

- Encouraging participants to document their reflections, insights, and experiences throughout the training.

- Providing a platform for self-reflection on personal growth, challenges, and learning as a mediator.

- Reflecting on one's own resources and personality traits:
 - Exploring individual strengths, weaknesses, and personal qualities that contribute to effective mediation.
 - Developing strategies to manage biases, emotions, and personal limitations during the mediation process.

- Preparation strategies, including stakeholder involvement, co-mediation dynamics, and setting the context:
 - Understanding the importance of stakeholder engagement and effective communication with all involved parties.
 - Exploring the benefits and challenges of co-mediation and strategies for successful collaboration.
 - Discussing techniques for setting the stage, creating a conducive environment, and managing expectations in mediation.

teaching methods

- Virtual lectures: Trainer-led presentations on EU regulations for mediation and specific domestic legal frameworks.
- Expert presentations: Guest speakers with legal expertise provide insights into accreditation requirements in the Netherlands.
- Group discussions: Interactive sessions where participants exchange perspectives and explore implications of legal frameworks.
- Workshops: Hands-on activities and experiential learning facilitated by the trainer.
- Experiential exercises: Practical exercises to enhance communication techniques and skills.
- Role-plays: Simulations of real mediation scenarios for participants to practice and refine their mediation skills.

- Peer group discussions: Facilitated discussions within small groups for sharing experiences and learning from one another.
- Facilitated group work: Guided group activities focused on reinforcement and reflection.
- Reflective dialogues: Structured discussions encouraging personal reflection on experiences and insights gained from the training.
- Expert guidance: Trainer provides guidance and support to ensure meaningful peer group interactions and learning.

Techniques:

- Brainstorming sessions: Generating ideas and insights related to conflict theory and its application in mediation.
- Group exercises: Collaborative activities analyzing case studies and applying conflict theory concepts.
- Case analysis: Examination of real-life scenarios to understand how psychological biases influence behavior in conflicts.
- Q&A sessions: Opportunities for participants to seek clarification and further explore presented concepts.
- Comparative analysis: Comparing EU regulations and specific domestic legal frameworks to identify similarities and differences.
- Legal case studies: Analyzing real-life examples to understand the practical application of legal frameworks in mediation.
- Interactive quizzes: Active participation in quizzes to reinforce understanding of legal aspects of mediation.
- Breakout group activities: Collaborative problem-solving in small groups to explore specific legal scenarios.

- Communication skill-building activities: Exercises focusing on questioning, reframing, active listening, and summarizing.
- Team building exercises: Activities fostering a supportive and collaborative training environment.
- Self-assessments: Reflection on attitudes towards conflict and exercises based on the Conflict Dynamics Profile.
- Personal reflections on mediation: Documentation of reflections and insights in booklets for self-awareness and growth.
- Reflective dialogues: Facilitated discussions exploring personal resources, traits, and areas for growth in mediation.
- Preparation strategies: Group discussions and exercises to refine stakeholder involvement, co-mediation dynamics, and setting the context.

Module 2: Phase 1: Opening of the Mediation by Mediator and Phase 2: Uninterrupted Time for Participants and Agenda Setting

Learning Outcomes:

- Understand the principles and ethics of mediation, including fairness, justice, and neutrality.
- Familiarize oneself with the domestic legal framework and accreditation requirements for mediation.
- Develop skills in effectively initiating and managing the opening phase of mediation.
- Apply communication techniques to facilitate productive dialogue and agenda-setting.
- Enhance self-awareness and reflection to manage personal biases and limitations.
- Build confidence in handling ethical dilemmas and conflicts of interest during mediation.

Online Session 1:

- Principles of mediation: Understanding the fundamental principles that guide the mediation process, such as:
 - Neutrality: Exploring the importance of mediators remaining neutral and unbiased throughout the mediation process.
 - Impartiality: Understanding the mediator's role in treating all parties involved in the mediation process fairly and equally.
 - Confidentiality: Exploring the significance of maintaining confidentiality to create a safe and open environment for parties to freely express their concerns.
 - Self-determination: Examining the principle of self-determination, which emphasizes the parties' autonomy and control over the decision-making process in mediation.

- Fairness and Justice in Mediation: Exploring the concepts of fairness and justice within the context of mediation, including:
 - Power imbalances: Understanding how power dynamics can impact the fairness of the mediation process and exploring strategies to address and mitigate power imbalances.
 - Procedural fairness: Examining the importance of procedural fairness in ensuring that all parties have an equal opportunity to participate and have their voices heard in mediation.
 - Substantive fairness: Exploring strategies to ensure that the outcomes of the mediation process are perceived as fair and just by all parties involved.

- Ethics in mediation: Understanding the ethical considerations in mediation, including:
 - Conflicts of interest: Examining the challenges and ethical implications that may arise when mediators have personal or professional relationships that could potentially influence their neutrality or impartiality.
 - Neutrality and impartiality: Exploring the ethical obligations of mediators to maintain a neutral and impartial stance throughout the mediation process.

- Balance of power: Navigating the ethical challenges of addressing power imbalances while maintaining fairness and promoting the parties' self-determination in mediation.

Online Session 2:

- Domestic legal framework: Understanding the specific legal framework governing mediation practice in Poland, including:

- Mediation laws and regulations: Examining the legislative provisions that govern the practice of mediation in Poland, such as the Mediation Act and any relevant regulations or guidelines.

- Legal requirements for mediators: Exploring the qualifications, certifications, or licenses required for individuals to practice as mediators in Poland, including any specific training or educational requirements.

- Accreditation requirements: Understanding the process and requirements for obtaining accreditation as a mediator in Poland, including:

- Accreditation bodies: Identifying the organizations or institutions responsible for accrediting mediators in Poland and understanding their role in maintaining professional standards and ensuring competency.

- Criteria for accreditation: Exploring the specific criteria or standards that mediators must meet to obtain accreditation, such as completing a certain number of training hours, demonstrating proficiency in mediation skills, or fulfilling ongoing professional development requirements.

- Ethical considerations: Examining the ethical guidelines and standards of conduct that mediators must adhere to in Poland, including:

- Code of ethics: Understanding the principles and ethical guidelines outlined in the Code of Ethics for Mediators in Poland, which may include requirements related to neutrality, confidentiality, conflict of interest, and professional conduct.

- Professional responsibility: Exploring the ethical obligations of mediators in maintaining professional integrity, acting in the best interests of the parties, and ensuring fairness and impartiality throughout the mediation process.

In-Person Session (three days):

- Principles of mediation:

- Reinforcing understanding: Consolidating and reinforcing the fundamental principles that guide the mediation process, such as neutrality, impartiality, confidentiality, and self-determination.
- Case studies and discussions: Analyzing real-life case studies and engaging in group discussions to explore how these principles apply in different mediation scenarios.

- Details of Phase 1:

- Mediation contract: Examining the elements and significance of the mediation contract, including its purpose, content, and legal implications.
- Discussion rules: Understanding the importance of establishing clear communication guidelines and ground rules for effective dialogue during mediation.
- Presentation of mediator's role: Exploring strategies for effectively introducing the mediator's role and responsibilities to the parties involved.
- Clarifying the contract: Techniques for engaging in open and transparent discussions to clarify the parties' expectations, goals, and desired outcomes.

- Ethics in mediation:

- Conflicts of interest: Exploring the complexities of conflicts of interest that may arise in mediation and discussing strategies for managing and addressing such conflicts.
- Neutrality and impartiality: Deepening the understanding of neutrality and impartiality as core ethical principles in mediation, and exploring practical approaches to maintaining these principles throughout the process.

- Balance of powers: Examining power dynamics in mediation and considering strategies to address power imbalances, promote fairness, and ensure a level playing field for all parties involved.

- Teaching and using communication techniques:

- Skill-building exercises: Engaging in practical exercises and role-plays to develop and refine communication skills essential for effective mediation, such as active listening, questioning techniques, and reframing.
- Feedback and coaching: Receiving constructive feedback and guidance from trainers and peers to enhance communication techniques and address areas for improvement.

- Building the agenda:

- Neutral issue formulation: Exploring techniques for formulating neutral mediation issues that address the underlying interests and concerns of all parties involved.
- Offline and online strategies: Adapting agenda-building techniques to both offline and online mediation settings, considering the unique challenges and opportunities of each.

- Dealing with the feelings of the mediator and the parties:

- Self-reflection and awareness: Encouraging mediators to reflect on their own emotions, biases, and limitations that may influence their approach to mediation and decision-making.
- Socio-cultural influences: Considering the impact of socialization, cultural backgrounds, and personal experiences on conflict resolution styles and strategies.
- Emotional intelligence: Exploring strategies for managing and addressing emotions during the mediation process, both for mediators and the parties involved.

Peer Group Work:

- Review and critical discussion of the material:

- Group discussions: Engaging in structured group discussions to critically analyze and reflect on the module content, share perspectives, and exchange insights.
- Case studies analysis: Collaboratively examining case studies related to the module topics, discussing different approaches, and exploring the effectiveness of various strategies.

- Simulation practice:

- Mediation role-plays: Participating in simulated mediation scenarios where participants take on the roles of mediators and parties, applying learned techniques and strategies in a practical context.
- Feedback and debriefing: Receiving constructive feedback from trainers and peers, discussing strengths and areas for improvement, and reflecting on the effectiveness of the applied mediation techniques.

- Writing an own case:

- Case development exercises: Engaging in activities and workshops to develop personal mediation cases, integrating theoretical knowledge acquired throughout the training into practical application.
- Peer review and feedback: Sharing and exchanging written mediation cases with peers, providing constructive feedback, and refining case narratives based on input received.

- Diary on active listening tasks:

- Active listening assignments: Participating in assigned active listening tasks, both within training sessions and in real-life scenarios, and documenting personal experiences and reflections in a diary or journal format.

- Self-reflection and analysis: Reflecting on the challenges, successes, and lessons learned from active listening tasks, identifying areas for improvement, and developing strategies to enhance active listening skills.

Teaching Methods:

1. Lecture: Facilitators present information on relevant topics, such as mediation principles, legal frameworks, and ethical considerations.
2. Interactive Workshops: Engaging activities, discussions, and exercises are conducted to encourage active participation and deepen understanding.
3. Case Studies: Real-life scenarios are analyzed and discussed to illustrate the application of mediation concepts and techniques.
4. Role-Plays: Participants engage in simulated mediation sessions, taking on different roles to practice and refine their mediation skills.
5. Group Discussions: Facilitated group discussions allow participants to exchange perspectives, share insights, and learn from one another.
6. Experiential Learning: Hands-on activities and experiential exercises are used to enhance participants' practical skills and abilities.
7. Guest Speakers: Experts and professionals in the field are invited to share their experiences and provide valuable insights.

Techniques:

1. Brainstorming: Participants generate ideas and insights collectively to explore various aspects of mediation.
2. Reflective Exercises: Guided exercises promote self-reflection and encourage participants to explore their values and decision-making processes.
3. Feedback and Peer Review: Constructive feedback is provided during role-plays and case studies to enhance skills and promote continuous improvement.

4. Case Analysis: Real-life cases are analyzed to understand the practical application of mediation techniques and legal considerations.
5. Simulation Practice: Participants engage in simulated mediation scenarios to apply learned techniques, receive feedback, and enhance their mediation skills.
6. Active Listening Tasks: Participants engage in assigned tasks focused on active listening and document their experiences and reflections.
7. Self-Assessment: Participants reflect on their own resources, personality traits, and areas for growth in the mediation process.
8. Group Reflections: Structured discussions allow participants to share their experiences, insights, and challenges encountered during role-plays and case studies.
9. Preparation Strategies: Techniques are taught to prepare for mediation, including stakeholder involvement, co-mediation dynamics, and setting the context.

Module 3: Phase 3 - Interests and Core of Mediation

Learning Outcomes:

- Understand the dynamics of conflicts and the psychology of being in a conflict.
- Recognize the effects of different interventions and the influence of the mediator on the negotiation process.
- Comprehend the domestic legal framework and accreditation requirements.
- Apply negotiation techniques based on the Harvard School Principles.
- Develop a toolset of communication strategies for effective mediation.
- Utilize visualisation and moderation techniques to enhance mediation outcomes.
- Analyse and differentiate between interests, positions, and needs.
- Manage emotions in the mediation process.
- Participate in simulations to practice Phase 3 mediation techniques.
- Engage in peer group work to review and critically discuss the material, simulate mediation scenarios, and reflect on personal emotions and resources.

Online Session 1:

- Dynamics of conflicts:
 - Understanding conflict as a dynamic process involving multiple factors and stages.
 - Examining the escalation and de-escalation of conflicts.
 - Identifying common conflict triggers and patterns.
 - Exploring the role of emotions in conflict dynamics.

- Psychology of being in a conflict:
 - Analysing the psychological factors influencing parties involved in a conflict.
 - Exploring the cognitive biases and perceptual distortions that can affect conflict resolution.
 - Understanding the impact of emotions on decision-making and behaviour during conflicts.
 - Examining the role of power dynamics and identity in conflicts.

- Effects of different interventions and the influence of the mediator on negotiation:
 - Analysing the impact of various intervention strategies on conflict resolution outcomes.
 - Understanding the role of the mediator in shaping the negotiation process.
 - Exploring the concept of mediator neutrality and its implications.
 - Examining the ethical considerations and challenges in influencing the negotiation as a mediator.

Online Session 2:

- Domestic legal framework and accreditation requirements:
 - Exploring the specific legal regulations governing mediation in the relevant jurisdiction.
 - Understanding the criteria and process for becoming an accredited mediator.

- Identifying the legal rights and responsibilities of mediators and parties involved in mediation.
- Discussing the importance of compliance with ethical guidelines and professional standards in mediation.
- Negotiation according to the Harvard School Principles:
 - Introducing the principles and techniques of principled negotiation developed by the Harvard School of Negotiation.
 - Exploring strategies for separating people from the problem in negotiation.
 - Understanding the importance of focusing on interests rather than positions.
 - Examining criteria for developing mutually acceptable agreements in negotiation.

On-site/Hybrid Session (Three Days):

- Toolset of communication strategies:
 - Learning and practicing effective questioning techniques to facilitate communication and gather information.
 - Developing skills in reframing to reframe perspectives and promote understanding.
 - Enhancing active listening abilities to fully understand parties' interests and concerns.
 - Mastering summarizing techniques to consolidate information and foster agreement.
- Toolkit for elaborating on interests:
 - Understanding the concept of interests and their significance in mediation.
 - Applying techniques to uncover and clarify parties' underlying interests.
 - Practicing effective communication strategies to address parties' interests and generate options.
 - Utilizing problem-solving techniques to develop mutually beneficial agreements.

- Visualisation and moderation techniques:
 - Exploring the use of visual aids to facilitate understanding and collaboration.
 - Learning moderation techniques to manage discussions and maintain a productive mediation environment.
 - Utilizing visualization techniques to assist parties in exploring potential solutions and outcomes.
 - Practicing the effective use of flipcharts, diagrams, and other visual tools.

- Interests, positions, and needs:
 - Understanding the differences between parties' interests, positions, and underlying needs.
 - Developing skills to help parties distinguish between their stated positions and underlying interests.
 - Applying techniques to identify shared interests and explore creative solutions.
 - Facilitating discussions to address parties' needs and foster mutually beneficial agreements.

- Emotions in mediation:
 - Recognizing and addressing emotions that arise during the mediation process.
 - Developing strategies to manage emotions, de-escalate conflicts, and maintain a constructive atmosphere.
 - Practicing empathy and emotional intelligence to build rapport and trust with parties.
 - Applying techniques to help parties express and manage their emotions effectively.

- Simulation on Phase 3:
 - Engaging in realistic mediation simulations that replicate Phase 3 of the mediation process.
 - Applying the techniques and principles learned in a practical context.
 - Analysing and reflecting

Peer group work

- Collaborative Discussions: Participants engage in facilitated discussions within small groups to share experiences, exchange insights, and learn from one another.
- Sharing Experiences: Participants discuss their individual experiences and challenges encountered during the module, fostering mutual learning and support.
- Knowledge Sharing: Group members share their insights, perspectives, and lessons learned from case analyses, role-plays, and other activities, enriching the collective understanding.
- Problem-solving: Group members collaborate to solve mediation-related problems, applying the principles and techniques learned during the module.
- Interactive Group Exercises: The facilitator guides participants through group activities focused on reinforcement, reflection, and skill development.
- Skills Practice: Participants engage in interactive exercises to practice and refine their communication techniques, conflict resolution skills, and agenda setting abilities.
- Feedback Exchange: Group members provide constructive feedback to one another, fostering continuous improvement and growth.
- Role-Play Practice: Participants take turns playing the roles of mediators, parties, and observers in simulated mediation scenarios, allowing for practical application and peer learning.
- Expert Guidance: The facilitator provides guidance and support to ensure meaningful peer group interactions and facilitate effective learning experiences.
- Facilitated Discussions: The facilitator moderates discussions to ensure equal participation, encourage deeper exploration of topics, and provide additional insights.
- Clarification and Guidance: The facilitator offers clarification on concepts, answers questions, and provides guidance on applying the learned principles and techniques.
- Encouraging Collaboration: The facilitator creates a supportive and inclusive environment that promotes active participation, collaboration, and mutual respect among group members.

Teaching Methods:

- Lecture: The facilitator delivers informative lectures on the principles of mediation, fairness and justice, and ethics, providing in-depth knowledge and theoretical understanding.
- Group Discussions: Participants engage in interactive discussions to share their perspectives, exchange insights, and deepen their understanding of the module topics through collaborative learning.
- Case Studies: Real-life case studies are analyzed and discussed to apply the principles and concepts learned in the module to practical scenarios, promoting critical thinking and problem-solving skills.
- Role-Play Exercises: Participants actively participate in role-plays where they assume the roles of mediators, parties, and observers, practicing and refining their mediation skills in a simulated environment.
- Reflection and Self-Assessment: Reflective exercises and self-assessment tools are used to encourage participants to introspect, evaluate their own performance, and identify areas for improvement in their mediation practice.
- Peer Group Work: Collaborative group activities foster peer learning, knowledge sharing, and the opportunity to explore different perspectives and approaches within the group.

Techniques:

- Brainstorming: Participants engage in group brainstorming sessions to generate ideas, insights, and creative solutions related to the principles of mediation, fairness and justice, and ethical considerations.
- Guided Reflection: Facilitator-led reflection exercises allow participants to contemplate their own values, ethical decision-making processes, and personal growth as mediators.
- Feedback Exchange: Participants provide constructive feedback to each other during role-play exercises, offering insights, suggestions, and observations to enhance each other's mediation skills and techniques.

- Case Analysis: Real-life case scenarios are analyzed to identify the application of principles, fairness, justice, and ethical considerations within the context of mediation, fostering critical thinking and analysis skills.
- Small Group Discussions: Participants engage in focused discussions within small groups to explore and analyze the implications of the module topics, promoting active participation and the exchange of diverse perspectives.
- Simulation Practice: Participants participate in simulated mediation scenarios to apply the learned techniques, receive feedback from facilitators and peers, and enhance their mediation skills through practical application.
- Writing Exercises: Participants engage in writing exercises to document their reflections, insights, and learning experiences throughout the module, encouraging self-awareness and deeper understanding of the topics covered.
- Role-Play Practice: Participants actively engage in role-play exercises to practice and refine their communication techniques, active listening skills, and the application of mediation principles in realistic scenarios.
- Self-Assessment Tools: Participants utilize self-assessment tools and exercises to evaluate their own progress, strengths, and areas for improvement, promoting self-reflection and continuous professional development.

Module 4: Phase 4 - Options, Phase 5 - Solutions, Phase 6 - Agreement

Learning Outcomes:

- Understand the techniques and strategies involved in shuttle mediation, individual discussions, and caucus sessions.
- Recognize the role of the law in mediation and the interaction between mediation and advocacy.
- Comprehend the follow-up procedures in mediation, including documentation and protocol keeping.
- Develop negotiation strategies, techniques, and competencies applicable to mediation.
- Learn brainstorming techniques to generate creative options and solutions.

- Understand the domestic legal framework and accreditation requirements specific to mediation with lawyers present.
- Acquire intervention techniques for facilitating negotiation and achieving resolutions.
- Apply risk analysis techniques to pre-litigation scenarios.
- Develop and evaluate solution options in mediation.
- Learn how to handle stakeholders' interests not directly involved in the mediation process.
- Understand effective communication strategies for external stakeholders.
- Learn about the final agreement, mediation closing, and the significance of final rituals in mediation.
- Practice the skills acquired in a simulated mediation scenario.
- Reflect on the material covered, write a case study, and maintain a diary about active listening.

Online Session 1

1. Shuttle mediation, individual discussions, and caucus sessions:

- Understanding the purpose and techniques of shuttle mediation.
- Exploring the benefits and challenges of individual discussions and caucus sessions in the mediation process.

2. Role of the law in mediation:

- Examining the legal considerations and implications in the mediation process.
- Understanding the role of legal professionals in mediation and their interaction with the mediator.

3. Mediation and advocacy:

- Exploring the dynamics between mediation and advocacy when legal representation is involved.

- Analyzing strategies for effectively navigating the intersection of mediation and advocacy.

4. Follow-up procedures in mediation:

- Understanding the importance of documentation and protocol keeping in mediation.
- Learning how to maintain accurate and comprehensive records of the mediation process.

5. Negotiation strategies, techniques, and competencies: Theory and principles applicable to mediation.

- Exploring various negotiation strategies and techniques for achieving mutually acceptable solutions.
- Developing competencies in communication, problem-solving, and consensus-building during mediation.

6. Brainstorming techniques:

- Learning methods to facilitate creative thinking and generate innovative options during the negotiation process.
- Understanding the role of brainstorming in expanding the range of possible solutions in mediation.

Online Session 2:

1. Domestic legal framework and accreditation requirements:

- Understanding the specific legal regulations and requirements for conducting mediation with lawyers present.
- Exploring the accreditation process for mediators and the necessary qualifications and standards.

2. Mediation with lawyers present:

- Examining the dynamics and challenges when legal representation is involved in the mediation process.
- Analyzing strategies for effectively managing the presence of lawyers and ensuring a balanced negotiation environment.

On-site/Hybrid Session (Three Days):

1. Toolset of communication strategies:

- Developing effective communication skills to facilitate productive dialogue and understanding during the mediation process.
- Exploring different communication techniques, including active listening, reframing, and summarizing.

2. Toolkit for elaborating on interests:

- Understanding the importance of identifying and addressing underlying interests in mediation.
- Learning techniques to uncover and explore the interests of the parties involved.

3. Visualization and moderation techniques:

- Acquiring visualization and moderation techniques to facilitate understanding and collaboration among the parties.
- Using visual aids and facilitation methods to enhance the mediation process.

4. Interests, position, and needs:

- Distinguishing between interests, positions, and needs in the negotiation process.
- Exploring strategies for aligning interests and identifying mutually beneficial solutions.

5. Emotions in mediation:

- Understanding the role of emotions in conflict and mediation.
- Learning techniques for managing and addressing emotions during the negotiation process.

6. Simulation on Phase 3:

- Engaging in a simulated mediation scenario to practice techniques and strategies learned in Phase 3.
- Applying the tools and concepts covered to facilitate constructive dialogue and explore options.

Peer Group Work:

- Activities:

- Review and critical discussion: Participants review and critically discuss the material covered in the module.
- Simulation practice: Participants engage in simulated mediation scenarios to apply the techniques learned.
- Case writing: Participants write their own mediation case study to deepen their understanding and application of the concepts.
- Diary writing: Participants maintain a diary to reflect on their active listening skills and experiences.
- Reflection about own emotions: Participants engage in self-reflection activities to explore their emotional responses in mediation.
- Exercises to build resources for critical situations: Participants practice exercises aimed at developing coping strategies and resilience for challenging mediation scenarios.

Teaching Methods:

- Lecture: Facilitators deliver informative lectures on shuttle mediation, individual discussions, caucus sessions, the role of the law in mediation, the domestic legal framework, and accreditation requirements specific to mediation with lawyers present.
- Case Studies: Real-life cases are analyzed and discussed to explore the interaction between mediation and advocacy, providing practical insights into the application of mediation techniques.
- Interactive Discussions: Participants engage in interactive discussions to deepen their understanding of follow-up procedures in mediation, negotiation strategies, and the implications of the domestic legal framework on mediation with legal representation.
- Experiential Learning: Participants actively engage in hands-on activities, role-plays, and simulations to practice and apply Phase 4, 5, and 6 mediation techniques, allowing for experiential learning and skill development.
- Workshops: Facilitators conduct workshops focusing on intervention techniques, risk analysis, creativity in negotiation, solution development and evaluation, handling stakeholders' interests, final agreement, and mediation closing, providing practical guidance and tools for participants.

Techniques:

- Shuttle Mediation Practice: Participants engage in role-plays and simulations to practice shuttle mediation techniques, where the mediator facilitates communication between parties who are physically separated.
- Individual Discussion Techniques: Participants learn and practice techniques for conducting effective one-on-one discussions with parties involved in the mediation process.
- Caucus Session Strategies: Participants explore strategies and techniques for facilitating caucus sessions, where private meetings are held with each party separately during mediation.
- Advocacy and Mediation Integration: Participants analyze case studies and engage in discussions to understand how to effectively integrate advocacy skills with mediation techniques.

- Risk Analysis and Solution Development: Participants learn and apply techniques for assessing risks, exploring creative solutions, and evaluating the feasibility and effectiveness of proposed solutions.
- Stakeholder Management: Participants explore strategies for managing stakeholders' interests, addressing conflicts, and ensuring a collaborative and inclusive mediation process.
- Mediation Closing Techniques: Participants learn and practice techniques for finalizing agreements, ensuring clarity and completeness, and concluding the mediation process in a constructive manner.
- Negotiation Strategies: Participants delve into negotiation strategies, including interest-based negotiation, principled negotiation, and problem-solving approaches, enhancing their negotiation skills within the mediation context.

Module 5: Difficult Situations and Challenges, and Co-Mediation

Learning Outcomes:

- Develop strategies for handling mistakes, failures, and challenges that may arise during the mediation process.
- Learn techniques to effectively manage impasses, blockages, and difficult tactics or individuals in mediation.
- Understand the special considerations and unique dynamics of different framework conditions and settings in mediation, such as community issues.
- Prepare for a full-scale mediation simulation by reviewing and consolidating the knowledge and skills acquired throughout the program.
- Gain knowledge and practical experience in co-mediation and team mediation.
- Familiarize oneself with the In Medias platform for co-/team mediation.
- Understand the domestic legal framework and accreditation requirements related to mediation.
- Learn about the criteria list presentation and evaluation process for the final assessment.

- Utilize creative techniques to facilitate productive dialogue and problem-solving in difficult situations.
- Engage in resource-oriented self-reflection to identify strengths and weaknesses and cultivate mindfulness.
- Participate in co-/team mediation simulations to enhance collaboration and learn from collective expertise.
- Practice a full-scale mediation scenario as a dress rehearsal for real-world application.
- Engage in peer group work to practice full mediation, prepare for the final assessment, and create a self-reflection documentation.

Online Session 1:

1. Dealing with mistakes and failures:

- Understanding the impact of mistakes and failures in mediation.
- Learning strategies to address and recover from mistakes, maintaining professionalism and trust.

2. How to deal with impasses and blockages, difficult tactics/people:

- Recognizing common challenges and obstacles that can lead to impasses in mediation.
- Exploring techniques for managing difficult tactics or individuals and overcoming blockages.

3. Special features of different framework conditions and settings in mediation:

- Examining the unique dynamics and considerations when mediating community issues.
- Designing the mediation process and incorporating elements tailored to community-related conflicts.

4. Recap: Preparation for a full-scale mediation simulation:

- Reviewing and consolidating the knowledge, skills, and techniques acquired throughout the program.
- Preparing for a comprehensive full-scale mediation simulation as a culmination of the learning experience.

Online Session 2:

1. Domestic legal framework and accreditation requirements:

- Understanding the specific legal regulations and requirements governing mediation practice.
- Familiarizing oneself with the accreditation process and the necessary qualifications and standards.

2. Criteria list presentation and evaluation process for the final assessment:

- Exploring the criteria and evaluation process used for assessing the participants' competence and readiness for professional mediation practice.
- Understanding the expectations and requirements for the final assessment.

On-site/Hybrid Session (Three Days):

1. Use of creative techniques:

- Exploring innovative and creative techniques to facilitate productive dialogue and problem-solving in challenging mediation situations.
- Leveraging creative approaches to generate novel options and solutions.

2. How to deal with impasses and blockages, difficult tactics/people:

- Building on the previous session, further developing strategies and techniques for managing impasses, blockages, and difficult individuals in mediation.

- Enhancing negotiation and communication skills to navigate challenging dynamics.

3. Resource-oriented self-reflection of own strengths and weaknesses / mindfulness:

- Engaging in reflective activities to identify personal strengths and weaknesses as a mediator.

- Cultivating mindfulness and self-awareness to enhance effectiveness in challenging situations.

4. Co-/Team mediation (simulation):

- Participating in co-/team mediation simulations to experience collaborative mediation processes.

- Learning from collective expertise and exploring the dynamics of working in a team setting.

5. Full-scale simulation: Dress rehearsal:

- Engaging in a comprehensive full-scale mediation simulation to apply all learned skills and techniques.

- Gaining practical experience and confidence in managing complex mediation cases.

Peer Group Work:

- Activities:

- Practicing full mediation: Participants engage in full mediation scenarios, applying the knowledge and skills acquired.
- Preparation for the final assessment: Participants prepare and refine their mediation skills in preparation for the final assessment.
- Creating a self-reflection documentation: Participants document their reflections on their learning journey, personal growth, and development as mediators.

Teaching Methods:

- Lecture: Facilitators deliver informative lectures on dealing with mistakes, failures, impasses, blockages, difficult tactics/people, and the special features of different framework conditions in mediation, providing valuable insights and strategies.
- Case Studies: Real-life cases are analyzed to explore effective strategies in challenging mediation situations, allowing participants to learn from practical examples and gain problem-solving skills.
- Interactive Discussions: Participants engage in interactive discussions to share experiences, exchange perspectives, and collectively brainstorm solutions for difficult situations and challenges that may arise in mediation.
- Lecture: Facilitator presents information on the domestic legal framework and accreditation requirements in mediation, ensuring participants have a comprehensive understanding of the legal aspects related to their mediation practice.
- Presentation: Facilitator provides a criteria list presentation and explains the evaluation process for the final assessment, guiding participants in their preparation for the assessment.
- Workshops: Facilitators lead workshops focusing on using creative techniques, managing impasses and difficult tactics/people, resource-oriented self-reflection, and co-/team mediation, equipping participants with practical skills and strategies to handle challenging mediation scenarios.
- Full-scale Simulation: Participants engage in a realistic full-scale mediation simulation, simulating real-world mediation scenarios and allowing participants to apply their knowledge, techniques, and skills in a supportive and immersive environment.

Techniques:

- Strategies for Dealing with Mistakes and Failures: Participants learn and practice techniques for addressing and overcoming mistakes and failures in the mediation process, ensuring effective resolution and maintaining trust and rapport.

- Managing Impasses and Difficult Tactics/People: Participants explore techniques for managing and resolving impasses, handling difficult tactics or challenging individuals during mediation, and fostering constructive dialogue.
- Resource-Oriented Self-Reflection: Participants engage in self-reflection exercises to explore their personal resources, strengths, and areas for growth in the mediation process, enhancing their self-awareness and self-development.
- Co-/Team Mediation: Participants learn and practice techniques for facilitating co-mediation or working as part of a mediation team, effectively collaborating and leveraging each team member's strengths for successful mediation outcomes.

Module 6: Online Mediation, Psychology, Final Assessment

Learning Outcomes:

- Develop the necessary skills and knowledge to adapt mediation techniques and processes from face-to-face to online settings.
- Understand the intricacies of online communication and mediation, including text, video, audio, and various platforms.
- Familiarize oneself with different models of mediation and gain clarity on what mediation is and when it may not be applicable.
- Receive personal feedback and guidance on online mediation practice through a dedicated online session.
- Gain insights into the post-mediation approach, focusing on the sustainability of results and outreach to ensure lasting resolution.
- Understand the domestic legal framework and recap accreditation requirements.
- Prepare for the final assessment by reviewing criteria, presentation, and evaluation processes.
- Explore multiparty mediation dynamics and strategies for managing complex, multi-stakeholder conflicts.

- Learn about the transformative approach to mediation and its application in achieving transformative change.
- Gain an understanding of the role of apologies and guilt in mediation and how to navigate psychological aspects in the process.
- Engage in peer group work to practice full mediation and prepare for the final assessment.

Online Session 1:

1. Adaptation of techniques and mediation process from face-to-face to online:

- Understanding the necessary adjustments and considerations when transitioning mediation to an online format.
- Exploring effective techniques and strategies for online mediation, ensuring the integrity of the process.

2. Online communication and mediation: text, video, audio, and platforms:

- Examining the nuances of online communication and its impact on the mediation process.
- Familiarizing oneself with various communication modes and platforms commonly used for online mediation.

3. Models of Mediation and when mediation may not be applicable:

- Understanding different mediation models, such as evaluative, facilitative, and transformative.
- Identifying situations where mediation may not be suitable and alternative dispute resolution approaches may be more appropriate.

4. Post-mediation approach:

- Exploring strategies for ensuring the sustainability of mediation outcomes beyond the formal process.
- Discussing methods for outreach and ongoing support to maintain the effectiveness of mediated agreements.

Online Session 2:

1. Domestic legal framework and recap of accreditation requirements:

- Reviewing the specific legal framework governing mediation practice and the applicable accreditation requirements.
- Ensuring a comprehensive understanding of the legal context within which mediation operates.

2. Criteria list presentation and evaluation process for the final assessment:

- Understanding the criteria used to assess participants' competence and readiness for professional mediation practice.
- Gaining clarity on the evaluation process for the final assessment.

On-site Session (Four Days, including the Final Assessment):

1. Multiparty mediation:

- Exploring the dynamics and complexities of mediating in multiparty scenarios with multiple stakeholders.
- Developing strategies for managing and facilitating effective communication and collaboration among diverse parties.

2. Transformative approach:

- Understanding the transformative approach to mediation and its focus on empowering parties and fostering personal and societal change.
- Learning techniques to facilitate transformative conversations and support parties in finding their own solutions.

3. Apologies and guilt in mediation:

- Examining the role of apologies and guilt in the mediation process and their impact on conflict resolution and reconciliation.
- Developing skills to address and navigate emotional aspects related to apologies and guilt.

4. Psychological aspects of mediation:

- Exploring the psychological dynamics that influence parties' behaviors, emotions, and decision-making in mediation.
- Learning strategies to manage emotions, foster empathy, and create an environment conducive to constructive dialogue.

Peer Group Work:

- Activities:

- Practicing full mediation: Participants engage in simulated mediation sessions, applying their skills and knowledge.
- Preparing for the final assessment: Participants refine their mediation techniques and knowledge in preparation for the final assessment.

Teaching Methods:

- Lecture: Facilitator delivers a lecture on adapting mediation techniques and processes for online settings, providing participants with practical insights and strategies for conducting effective online mediations.

- Presentation: Facilitator provides an overview of online communication and mediation, discussing various communication modalities such as text, video, audio, and platforms commonly used in online mediation.

- Discussion: Participants engage in discussions to explore different mediation models and when mediation may not be applicable, fostering critical thinking and deepening their understanding of the scope and limitations of mediation.

- Personal Feedback Session: Participants receive individual feedback on their online mediation practice, including reviewing recorded sessions, allowing for personalized guidance and improvement.

- Recap: Facilitator provides a recap of the domestic legal framework and accreditation requirements, ensuring participants have a solid understanding of the legal aspects relevant to their mediation practice.

- Presentation: Facilitator delivers a criteria list presentation and explains the evaluation process for the final assessment, providing participants with clear guidelines and expectations for the assessment.

- Workshops: Facilitators lead workshops on multiparty mediation, the transformative approach, apologies and guilt in mediation, and psychological aspects of mediation, equipping participants with specialized knowledge and skills to handle complex mediation scenarios and address emotional dynamics.

- Final Assessment: Participants undergo a comprehensive final assessment to evaluate their mediation skills and knowledge, allowing for the application and integration of all the learning outcomes from the training program.

Techniques:

- Online Adaptation Techniques: Participants learn and practice specific techniques for adapting mediation processes and techniques to the online environment, ensuring seamless and effective mediation sessions in virtual settings.
- Multiparty Mediation Techniques: Participants acquire techniques and strategies to navigate and facilitate multiparty mediations, addressing the complexities and dynamics that arise when multiple parties are involved.
- Transformative Approach Techniques: Participants learn and apply techniques associated with the transformative approach in mediation, focusing on empowering parties and facilitating personal growth and understanding.
- Apologies and Guilt Techniques: Participants explore techniques for addressing apologies and guilt in mediation, providing a framework for facilitating discussions and resolutions related to these emotional aspects.
- Psychological Aspects of Mediation Techniques: Participants gain insights into the psychological dynamics at play in mediation and learn techniques to effectively manage and address these dynamics, fostering productive and constructive dialogue.

Module 7: Start Your Practice as a Mediator - Practice, Practice, Practice

Learning Outcomes:

- Apply and adapt mediation techniques and processes effectively in both face-to-face and online settings.
- Demonstrate proficiency in online communication and mediation using text, video, audio, and various platforms.
- Understand different models of mediation and discern when mediation may not be applicable.
- Receive personal feedback on mediation practice through online sessions, including reviewing recorded sessions.

- Develop strategies for the post-mediation approach to ensure the sustainability of results and engage in outreach.
- Gain practical skills in self-marketing as a mediator and establishing a professional presence.
- Engage in group activities to foster ongoing connections and support among mediation practitioners.
- Organize and plan for the future of tandem teams, including collaborative projects and continued learning.
- Practice and refine mediation skills through further full mediations and specialized techniques.
- Reflect on the learning journey and conclude with a meaningful end to the program.

On-site Session (Three Days):

1. Self-marketing for mediators:

- Developing strategies to establish a professional presence and promote oneself as a mediator.
- Creating marketing materials, building a professional network, and identifying potential clients.

2. Further group activities after the program:

- Engaging in group activities to foster ongoing connections, support, and collaboration among mediation practitioners.
- Exploring opportunities for joint projects, peer learning, and professional growth.

3. Organizing the future of tandem teams:

- Collaboratively planning and organizing future initiatives and projects within tandem teams.
- Establishing a framework for continued learning, sharing experiences, and supporting each other as mediation practitioners.

4. Practicing further full mediations and special techniques:

- Engaging in additional full mediation sessions to refine and deepen mediation skills.
- Exploring specialized techniques and approaches for specific types of conflicts and challenging situations.

5. Finding a good end to the learning journey:

- Reflecting on the entire learning journey and the growth and development as a mediator.
- Celebrating achievements and acknowledging the progress made throughout the program.
- Identifying personal goals and aspirations for the future as a practicing mediator.

Teaching Methods:

- Workshops: Facilitators lead workshops on self-marketing for mediators, providing participants with strategies and techniques for effectively promoting their mediation services and building their professional brand.
- Group Activities: Participants engage in interactive group activities designed to foster collaboration, networking, and knowledge sharing among mediators, allowing for peer learning and support.
- Organizing the Future of Tandem Teams: Facilitators guide discussions and activities focused on the organization and management of tandem mediation teams, emphasizing the importance of teamwork and collaboration in mediation practice.
- Further Mediation Practice with Specialized Techniques: Participants have the opportunity to engage in additional mediation practice sessions, applying specialized techniques and approaches to enhance their mediation skills.

Techniques:

- Self-Marketing Techniques: Participants learn and practice techniques for effective self-marketing as mediators, including branding, networking, and developing a professional online presence.
- Full Mediation Sessions: Participants engage in comprehensive mediation sessions, simulating real-world scenarios and applying the skills and techniques learned throughout the training program.
- Specialized Mediation Techniques: Participants explore and practice specialized techniques tailored to specific mediation contexts, such as transformative mediation, evaluative mediation, or narrative mediation, enhancing their versatility and adaptability as mediators.

Final Assessment

The final assessment in our mediation program was a crucial component in determining the participants' readiness and competence as mediators. The assessment was designed and led by our partner from Ireland, IIM (Institute of Mediation), as this is their core competency in assessing and certifying mediators. The criteria for the assessment were collaboratively developed by all partners involved in the program, taking into account the standards set by the International Mediation Institute (IMI).

The assessment took place on the last day of the sixth module, serving as a culmination of the participants' training and practical experience. Each participant had the opportunity to mediate for one hour, working with cases that were randomly assigned and covered various mediation contexts such as family, workplace, and commercial disputes. The assessment was conducted in the presence of two assessors: one external assessor from Ireland who had no prior knowledge or interaction with the participants, and one assessor from our partner institution who had been involved in teaching and mentoring the participants throughout the program.

The entire assessment session was recorded to allow for a thorough evaluation afterward. After the mediation session, the assessors provided oral feedback, highlighting the participants' strengths and areas for improvement. This feedback session served as an

opportunity for participants to gain valuable insights into their performance and receive constructive guidance for further development.

Following the assessment, the final results were compiled in a standardized written format and provided to the participants approximately eight weeks after the session. This comprehensive feedback report outlined the assessors' evaluations, including an assessment of the participants' mediation skills, adherence to ethical guidelines, and overall performance during the session. The written report served as a valuable tool for participants to reflect on their progress, celebrate their achievements, and identify areas for continued growth and development as mediators.

The final assessment process, with its combination of a practical mediation session, oral feedback, and written evaluation, ensured a rigorous and comprehensive evaluation of the participants' mediation abilities. It provided an objective assessment of their readiness to practice as certified mediators, aligning with the standards set by both the partner institution and the IMI.

IN-MEDIAS Assessment Framework

This framework is based on the phases of mediation which have been a feature of the training delivered noting areas related to process (P), relationship (R), content (C) and management of self).

Overarching Criteria for Assessment

- **Upholds and respects key principles of Mediation (Voluntary, Confidential, Self-determination and Respect).**
- **Demonstrates an ability to self-manage within the process.**
- **Remains in charge of the process throughout and handles challenges to either the process or the Mediator, calmly and assertively.**
- **Avoids giving advice – facilitates parties to self-determine all aspects of content and outcome.**

- Demonstrates neutrality through equal treatment of the parties and use of non-judgemental language.
- Demonstrates ability to work appropriately and effectively with clients.

Phase of Mediation

INTRODUCTION

<p>Reception of parties</p> <p>⇒ Manages the introduction process in a respectful, balanced and clear fashion (P)</p> <p>⇒ Establishes the Mediator’s authority and communicates in an assured, open manner, verbally and nonverbally (R)</p>	
<p>Creating a positive climate</p> <p>⇒ deal effectively with any initial resistance to mediation (P)</p>	
<p>Explanation of the purpose of the process</p> <p>⇒ voluntary (P)</p> <p>⇒ authority to make decisions (right person is in the room)</p> <p>⇒ flexible</p> <p>⇒ confidentiality including private meetings – plus exceptions (P)</p> <p>⇒ structure of the process, e.g. joint, private meetings, etc</p> <p>⇒ equal opportunities to speak</p> <p>⇒ frank, open and respectful discussion</p>	
<p>Explanation of the role of the mediator</p> <p>⇒ as facilitator</p> <p>⇒ not to impose a solution (P)</p> <p>⇒ not to advise or offer suggestions (P)</p> <p>⇒ explain to parties what will happen to any notes taken (C)</p>	

Phase of Mediation

1st JOINT SESSION

<p>Facilitate parties to share their positions</p> <p>⇒ draw out the background and context of the position (C)</p> <p>⇒ ask neutral, open-ended questions (C)</p>	
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<ul style="list-style-type: none"> ⇒ elicit not only facts, but also parties' perceptions of the situation and each other (C) ⇒ clarify and check understanding of each person's statements (C) ⇒ adequate control of interaction/emotion management techniques ⇒ enable the participants develop clarity about their concerns (C) ⇒ recognize the parties concerns ⇒ identify and probe positions, and explore underlying interests, issues and needs (C) 	
<p>Exploring Interests and Needs</p> <ul style="list-style-type: none"> ⇒ listening skills (P) ⇒ ensure nonverbal listening cues (e.g. posture, eye contact) are supportive and balanced (R) ⇒ ask effective questions to further uncover each parties' needs and underlying interests (C) ⇒ where appropriate, raise questions about feelings and specific behaviours (R) ⇒ attend and explore participants' concerns and empathise appropriately with feelings (P) ⇒ ask questions that encourage the parties to see the situation, from a broader perspective including the other party's point of view (C) ⇒ paraphrase, ask clarifying questions and summarise to assist parties to feel heard (R) ⇒ clarify between parties, as appropriate, the effects of past events relating to dispute (R) ⇒ allow parties to vent emotions, whilst maintaining a safe environment, in order to enable progress (R) ⇒ manage interruptions, impasse, resistance, or difficult behaviour (P) 	

<ul style="list-style-type: none"> ⇒ mutualise common ground between parties (R) ⇒ adopt a pace which is responsive to the need of the parties (P) ⇒ recognise and acknowledges conciliatory gestures and concessions ('gifts') (R) ⇒ facilitate expressions of regret and apology (R) ⇒ effectively summarise the essence of parties' underlying interests and needs(C) ⇒ help to clarify and frame the issues constructively (C) ⇒ check with parties that all issues have been fully explored (C) ⇒ manage the separation of issues into an agenda (C) 	
<p>Managing the transition between stages, as appropriate</p> <ul style="list-style-type: none"> ⇒ manage and signpost transitions between stages and keep all parties informed (P) 	

Phase of Mediation

PRIVATE SESSION

<p>Explanation of session confidentiality at the beginning of the session (P)</p>	
<p>Provides an opportunity to discuss</p> <ul style="list-style-type: none"> ⇒ new issues/concerns ⇒ existing issues/concerns 	
<p>Facilitates the person to identify their own options</p> <ul style="list-style-type: none"> ⇒ test the options in practice ⇒ encourages the parties to re-evaluate their own and each other's position (C) ⇒ where appropriate facilitate parties to consider alternatives ⇒ where appropriate parties seek expert advice 	
<p>Helps the parties to prepare for subsequent joint sessions</p> <ul style="list-style-type: none"> ⇒ help parties to use the time productively when not with Mediator by encouraging parties to reflect (P) 	

Confidentiality and/or disclosure authority discussed in the conclusion to a private session	
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Phase of Mediation

NEGOTIATION

<p>Promotes direct negotiation between the parties</p> <p>⇒ manage information exchange tactically to good effect (C)</p> <p>⇒ encourage parties to focus on the future and where appropriate, to explore their future relationship (R)</p> <p>⇒ facilitate a collaborative relationship between the parties (R)</p>	
<p>Encourages the search for creative solutions</p> <p>⇒ assists parties with option building and broadening the number or scope of options (P)</p>	
<p>Encourages the reflection of objective criteria</p> <p>⇒ work on options, implications and consequences, and avoid premature commitment to solutions (P)</p>	
<p>Refrain from advising solutions</p>	

Phase of Mediation

CONCLUSION

<p>Help to draft a protocol of agreement on the resolved issues</p> <p>⇒ where appropriate, draw together options into a coherent agreement (P)</p> <p>⇒ facilitate parties to draft terms of the Mediation Agreement (P)</p> <p>⇒ write clearly and concisely, using neutral language (C)</p> <p>⇒ demonstrate a capacity to capture the points of agreement in relation to the key issues discussed and record those concisely and clearly in a mediation settlement/agreement (P)</p>	
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| <ul style="list-style-type: none">⇒ in the event of parties failing to reach an agreement, close the process appropriately (P)⇒ ensure any notes, flip/chart notes or any technology used is treated in an appropriate and confidential manner (P) | |
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Assessment Feedback

Mediator's name:

Date of Assessment:

Training Provider/Assessor:

External Moderator:

General assessment of how the mediator managed the mediation process

Feedback on specific phases

Introduction

First Joint Session

Private sessions

Negotiation

Conclusion

Strengths Demonstrated

Specific Areas for Development

Executive Summary: Evaluation and Feedback Results

Methods and Approaches:

- Written Evaluation: Participants completed more than 20 questionnaires about the training sessions, providing valuable insights and feedback. The questionnaires covered various aspects such as the quality of the sessions, trainers' effectiveness, and overall satisfaction with the program.
- Observer and Qualitative Feedback: Throughout the training, a system of observers provided qualitative feedback. They observed the participants' performance during mediation exercises and shared their observations and recommendations, contributing to the participants' growth and development.
- Assessor Feedback: The final assessment consisted of each participant mediating for one hour in the presence of two assessors: one external assessor from Ireland, who had no prior involvement with the group, and one assessor from the partner institution who had taught the participants and knew them well. The assessment sessions were recorded for later evaluation and analysis.

Findings:

Positive Aspects:

1. **Diversity of Group and Trainers:** Participants appreciated the diverse backgrounds of their fellow trainees, which enriched the learning experience and provided a broader perspective on mediation. The inclusion of trainers with diverse expertise and experiences was also highly valued, as it offered a comprehensive understanding of different mediation approaches.
2. **High Quality of Training:** The training program received positive feedback for its comprehensive curriculum, engaging sessions, and practical exercises that allowed participants to apply their skills in realistic scenarios. The trainers' knowledge, expertise, and ability to create a supportive learning environment were commended.
3. **Strong and Well-Organized Program Structure:** Participants praised the clear structure of the training, which allowed for a systematic progression through different modules and topics. The central coordination of logistics and paperwork by the leading institute ensured smooth operations and minimized administrative burdens on participants.

Negative Points:

1. **Assessment Criteria:** Some participants felt that the assessment criteria were too strict, leading to a perceived lack of flexibility in evaluating their mediation performance. They suggested that the criteria should consider individual styles and cultural differences, allowing for a more inclusive assessment process.
2. **External Assessor Influence:** Participants noted that the external assessor from Ireland, who had a different cultural background and mediation approach, evaluated their performance based on criteria that deviated from what was taught in the common EU curriculum. This misalignment created discrepancies in assessment outcomes.
3. **Travel Costs:** The financial burden of travel costs was challenging for some participants, particularly those with limited financial resources. This aspect limited the accessibility of the training program and hindered the participation of certain individuals.
4. **Different Entry Levels of Knowledge:** Participants expressed initial irritations arising from varying entry levels of knowledge among the trainees. The disparities in prior knowledge and

experience caused difficulties in maintaining a cohesive learning environment at the beginning of the training.

Recommendations/Learnings:

1. Embrace and Preserve Diversity: The recognition of diversity as a significant factor in participants' perceptions highlights its importance in future training programs. Ensuring diversity in terms of participants' backgrounds and financial means is essential. Efforts should be made to create a supportive and inclusive learning environment that accommodates diverse perspectives and experiences.

2. Diversity of Teachers: The positive impact of having a diverse group of trainers on the training's high quality reinforces the importance of incorporating various perspectives and experiences in future programs. Striving for a balanced representation of trainers from different cultural backgrounds and mediation styles will contribute to a well-rounded training experience.

3. Strong Organization: The central coordination of logistics and paperwork by the leading institute was highly recommended, as it contributed to the training's strong organization and effectiveness. Continued emphasis on streamlined processes and efficient management should be prioritized in future training programs.

4. Reconsider Assessment Process: The assessment criteria should be reviewed to ensure they are appropriate, fair, and reflect the intended outcomes of the training program. If external assessors are used, it is important to familiarize them with the content of teaching and the styles of mediation practice to align their evaluations with the program's objectives. Ensuring that assessment criteria allow for flexibility and cultural adaptability will enhance the assessment process.

5. Consider Homogeneous Entry Levels: To promote a more balanced starting point, it is recommended to have participants with similar levels of knowledge and experience, particularly in the case of beginners. This can help create a more cohesive learning environment and reduce initial challenges arising from disparate levels of understanding.

In conclusion, the evaluation and feedback process provided valuable insights into the training program. The findings highlighted both positive aspects and areas for improvement, with recommendations focused on preserving diversity, promoting strong organization, reconsidering the assessment process, and ensuring participants start from a similar level of knowledge. Incorporating these recommendations into future training programs will enhance their effectiveness, improve participant experiences, and contribute to the overall quality of the training.

Sources

Material for Participants

The Digital Shelf: Padlet serves as an accessible and comprehensive online platform for all participants, not only during the training program but also in the future. This centralized platform serves as a repository of valuable resources, including materials, presentations, exercises, and other relevant content, organized module by module. Participants can access and navigate the Padlet at their convenience, allowing for easy retrieval of specific information and reference materials. Whether it's revisiting key concepts, reviewing lecture notes, or accessing supplemental resources, the Digital Self: Padlet ensures that participants have a reliable and convenient resource hub that supports their ongoing learning and professional development. With the Padlet's user-friendly interface and organization, participants can explore the wealth of knowledge and continue to benefit from the shared learning experience even beyond the completion of the training program. The Digital Self: Padlet truly empowers participants to access, engage with, and derive lasting value from the training materials, fostering a culture of continuous learning and growth in their mediation practice.

[Link to padlet](#)

PW: **INM20225**

[Training plans](#)

Each institution and trainers involved in the training program collaboratively developed a comprehensive plan for the three days of on-site training. Recognizing the importance of maintaining their own unique style and teaching methods while ensuring a cohesive and continuous learning journey for the participants, the plan underwent a thorough review process by the working group. The working group carefully examined and discussed the proposed plan, making necessary adaptations and refinements to ensure the seamless integration of each institution's expertise and pedagogical approach. The goal was to strike a balance between honoring the individuality of each institution and trainer while fostering a coherent and cohesive learning experience for the participants. Through open dialogue, constructive feedback, and a commitment to excellence, the working group successfully crafted a training plan that encapsulated the diverse styles and methods, resulting in a dynamic and enriching learning journey for all participants. By combining the strengths and expertise of each institution and trainer, the training program was able to deliver a unique and comprehensive learning experience that not only met the participants' individual needs but also provided a unified and continuous learning journey.

[Link to padlet](#)

[Collected Hand Out Material](#)

The handout material provided during the training consisted of essential resources, materials, and presentations that were utilized to support and enhance the participants' learning experience. These materials were carefully curated and designed to serve as valuable references and tools for further exploration and reflection. As electronic handouts, they were made easily accessible to all participants through the dedicated online platform, ensuring their availability even beyond the training program. Participants were able to revisit and review the materials at their convenience, enabling them to consolidate their knowledge, reinforce key concepts, and delve deeper into specific topics covered during the training. The handout material served as a comprehensive resource library, allowing participants to continue their learning journey and apply the acquired knowledge and skills in their future practice. By providing ongoing access to the materials, the training program fostered a culture of continuous learning and professional development among the

participants, empowering them to further expand their understanding and expertise in mediation.

[Link to padlet](#)

Teambuilding and cultural awareness program

The training program incorporated a team-building and cultural awareness component that added a unique and enriching dimension to the overall experience. Each partner institution took the initiative to organize visits and activities in the cities where the modules were held, specifically during the evenings. These excursions provided the participants with an opportunity to explore and immerse themselves in the local culture and surroundings. The involvement of locals from each location was instrumental in creating a tailored program that showcased the unique aspects of their country and city. This not only allowed the participants to discover the beauty and diversity of the host countries but also fostered a sense of camaraderie and unity within the group. The shared experiences and adventures helped to forge strong bonds among the participants, transcending national boundaries and creating a truly European Union (EU) experience. The participants deeply appreciated this aspect of the training, as it not only enhanced their cultural awareness but also contributed to the development of a supportive and collaborative network within the EU mediation community. Here you find also pictures about this learning journey.

[Link to padlet](#)

Cases for final assessment

For the final assessment, each partner institution contributed a selection of real cases that they have mediated, representing various contexts such as legal, family, workplace, and more. These cases were carefully chosen to provide a diverse range of scenarios and challenges that participants might encounter in their future mediation practice. It was important to maintain the authenticity of the cases, including the distinct presentation and writing styles used by each institution. Throughout the training, participants had the opportunity to work with similar cases, building their skills and knowledge through practical application and feedback. By incorporating these real cases into the final assessment, participants were able to

demonstrate their understanding of mediation principles and techniques within the context of authentic and complex scenarios. This approach ensured that the final assessment accurately reflected the challenges and dynamics of real-world mediation practice, preparing participants for their future roles as skilled and competent mediators.

[Link to padlet](#)

Some [\(photo\) impressions](#) of the learning journey