

Introduction to Mediation

1 Day course

Module 1: Dispute Resolution Processes

- What is ADR?
- Mediation vs Conciliation
- Benefits of Mediation
- Mediation within the South African Context

Module 2: Tenets of Mediation

- Voluntary
- Confidential
- Fair Process
- Impartiality
- Without Prejudice
- Decision-Making
- Empowering the Parties

Module 3: The Mediator

- Mediation Styles
- Choosing A Mediator
- Conflict of Interest
- Role/Function/Duties of the Mediator
- Expected Skills of the Mediator

Module 4: Mediation Process

- Stages of the Mediation Process
- Interest Based Negotiation
- Individual and Joint Mediation Sessions
- Online Mediation
- Agreement to Mediate
- Mediation Intake and Pre-Mediation Meeting
- Possible Outcomes of Mediation

Module 5: Role of Representatives within Mediation

- Why Choose Mediation First?
- Preparing Parties for the Mediation Process
- Assisting Parties to Prepare Opening Statements
- Being An Effective Negotiation Strategist Remotely

Purpose of the course:

This one-day workshop will provide foundational overview of the mediation process and its key role-players. It will give delegates an understanding of their involvement of the process and how to prepare adequately for a constructive process.

This one-day workshop does not qualify anyone attending as a mediator. This workshop will provide insight into the structured approach the mediation process follows and how to meet expectations so that realistic outcomes are possible for disputants. It will include interactive activities that place the delegates within the process of a mediation as a mediator and as a disputant.

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Upon completion of the course delegates will be able to:

- Demonstrate an understanding of the principles of mediation
- Choose competent mediators
- Formulate their own checklists for preparation of a mediation process
- Understand the stages of a flexible mediation process
- Assist parties prepare opening statement for mediation
- Understand the preparation required for negotiation within a mediation
- Explain the benefits of mediation to parties prior to commencement of other dispute resolution processes

This course will be useful for:

- Managers
- Supervisors
- Business owners
- HR officers
- Legal Representatives
- Aspiring Mediators
- Trade Union Representatives

For further information contact:

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