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## INMEDIATE TRAINING PROGRAMME AND VIDEO LESSONS

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## ***MODULE 1: Alternative Dispute Resolution (ADR) Legal Framework & Mediator's Responsibility***

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### Topics of video-lessons

- General Overview on ADR and ADR Law
- EU Initiative: Directive 2008/52/EC on Mediation in Civil and Commercial matters
- Directive 2013/11/EU on ADR in Consumer Disputes
- Regulation 524/2013 on ODR for Consumer Disputes
- Regulation 1150/2019 art. 12 & 13

### Module 1- watch video-lessons:

[Inmediate E-Learning Module 1 Lesson 1: Alternative Dispute Resolution \(ADR\) M1L1](#)

[E-Learning Module 1 Lesson 2: Alternative Dispute Resolution \(ADR\) InMediate M1L2](#)

[E-Learning Module 1 Lesson 3: Alternative Dispute Resolution \(ADR\) Inmediate M1L3](#)

### Self-study

**Resources:** Journal Articles, Textbooks, Legal Texts, Case Studies

### Group Discussion

Asynchronous and facilitated by the instructor through “provoking” questions

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## Learning outcomes

Participants will demonstrate knowledge and understanding of the EU Legal Framework on ADR and Mediation.

## Duration

April 1 – April 15, 2022

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# ***MODULE 2: Mediation styles and Code of conduct***

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## Topics of video-lessons:

- Code of conduct and ethical standards
- Mediation styles

## Module 2- watch video-lessons:

[E-Learning Module 2 Lesson 1: Mediation Styles and Code of Conduct M2L1](#)

[E-Learning Module 2 Lesson 2: Mediation Styles and Code of Conduct](#)

## Self-study

**Resources:** Journal Articles, Textbooks, Case Studies, national and transnational codes of conduct

Guiding questions for self-study and preparation for group work will be provided.

## Group work

- work in sub-groups
- guiding questions for discussion will be provided
- analysis of case studies and practical issues

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## Learning outcomes

Participants will develop an understanding of ethical standards in mediation and different mediation styles. Participants will be aware of the principles they adopt in their practice.

## Duration

April 16 – April 30, 2022

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## ***MODULE 3: Culture and Communication***

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### Topics of video-lessons

- Culture as a resource - understanding identity vis a vis Social Scripts (effects of gender, age, hierarchy, background, culturally shaped expectations towards the work of the mediator, etc.)
- Considering cultural stereotypes and taboos: how to manage them, intercultural dimensions, derivations for mediation
- Perception and the culturally sensitive mediator
- Curious communication – hearing what is said and unsaid
- Cultural Mediation models

### Module 3- watch video-lessons:

[E-Learning Module 3 Lesson 1: Culture and Communication - Immediate M3L1](#)

[E-Learning Module 3 Lesson 2: Culture and Communication Immediate M3L2](#)

[E-Learning Module 3 Lesson 3: Culture and Communication Immediate M3L3](#)

[E-Learning Module 3 Lesson 4: Culture and Communication Immediate M3L4](#)

[E-Learning Module 3 Lesson 5: Culture and Communication Immediate M3L5](#) Self-study

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### Resources:

- Typical stereotypes of cultures and nationalities, articles from Nadja Alexander (Kluwer) and Mikk
- The 6-D model of national culture (Geert Hofstede)
- Rapport: The 4 Ways to Read People (Alison & Alison)
- The Culture Map (Erin Meyer)
- Conflict Across Cultures: a unique experience of bridging differences (LeBaron & Pillay)

### Group Work

- 6 groups of 6 members each
- Guiding questions will be provided
- Half-standardised discussion with minimum supervision of trainers
- Topic will be set according to the module

### Learning outcomes

Participants will learn to recognize and deal with cultural stereotypes and how to work with the knowledge in mediations and conflict management. Participants will develop deeper self-awareness as related to culture and communication.

### Duration

May 1 – May 15, 2022

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## MODULE 4: Conflict Analysis

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### Topics of video-lessons

- 9 Stages of conflict escalation – Friedrich Glasl
- Stakeholder analysis including intercultural aspects and developing a tool for conflict analysis; working with hypothesis

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## **Module 4- watch video-lessons:**

[E-Learning Module 4 Lesson 1: Conflict Analysis: Basic Concepts & Analytical Methods 1/3](#)

[E-Learning Module 4 Lesson 2: Tools to Conduct Conflict Analysis](#)

[E-Learning Module 4 Lesson 3: Learning & Practising CA](#)

### **Self-study**

**Resources:** Material from Mikk and Friedrich Glasl.

### **Group Work**

- 6 groups of 6 members each
- Guiding questions will be provided
- Half-standardised discussion with minimum supervision of trainers
- Topic will be set according to the module

### **Learning outcomes**

Participants will analyse conflict assessment in intercultural settings and learn to conduct stakeholder analysis.

### **Duration**

May 16 – May 30, 2022

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## ***MODULE 5: Negotiation***

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## Topics of video-lessons

- Cooperative Negotiation:
- Triangle of Interest / satisfaction
- BATNA: Concepts of William Ury
- 3-Dimensional Negotiation by David Lax and James Sebenius
- Manipulation and Untruthfulness in Negotiation: how does a Mediator go about it?
- Transculturalism

## Module 5- watch video-lessons:

[E-Learning Module 5 Lesson 1: Negotiation techniques-Basics of communication and perception M5L1](#)

[E-Learning Module 5 Lesson 2: Negotiation techniques- Basic condition of negotiations- M5L2](#)

[E-Learning Module 5 Lesson 3: Negotiation techniques-five building blocks for a successful negotiation M5L3](#)

[E-Learning Module 5 Lesson 4: Different Negotiation techniques. M5L4](#)

[E-Learning Module 5 Lesson 5: International Negotiation- M5L5](#)

[E-Learning Module 5 Lesson 6: Why Negotiations \(often\) fail- M5L6](#)

## Self-study

### Resources:

- Material sourced from Mikk, Game Theory for cultural dilemmas (Elionor Ostrom)
- BATNA learning resources, Asynchronous Negotiation, distributive vs. integrative negotiation (4 hours)

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## Group Discussion

- Inter-cultural dimensions or cultural aspects in Negotiations AND /OR Manipulation and Deceit in Negotiations (2 hours)
- 6 groups of 6 members each
- Guiding questions will be provided
- Half-standardised discussion with minimum supervision of trainers

## Learning outcomes

Participants will learn/revisit negotiation literature, exchange ideas on intercultural dimensions and touch upon the issue of manipulative negotiators.

## Duration

May 31 – June 14, 2022

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# MODULE 6: Mediation Stages

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## Topics of video-lessons

4-stage mediation process:

- Opening
- Exploration
- Negotiation
- Conclusion

## Module 6- watch video-lessons:

[E-Learning Module 6 Lesson 1: The Pre-Mediation Phase- M6L1](#)

[E-Learning Module 6 Lesson 4: The Negotiation and closing session-M6L4](#)

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## Self-study

**Resources:** Journal Articles, Textbooks, Case Studies

## Group Work

- Online mock mediations with peer evaluation and instructor's feedback
- Case scenarios provided by the instructor
- Students will video record mediation sessions and share them in the group discussion

## Learning outcomes

Participants will acquire practical knowledge of a four-stage mediation process.

## Duration

June 15 – June 29, 2022

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# MODULE 7: Mediation Techniques

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## Topics of video-lessons

- Reflexivity in mediation
- Initial phases of mediation
- Specific techniques in the mediation process

## Module 7- watch video-lessons:

[E-Learning Module 7 Lesson 1: Mediation Techniques InMediate-M7L1](#)

[E-Learning Module 7 Lesson 2: Mediation Techniques InMediate-M7L2](#)

[E-Learning Module 7 Lesson 3: Mediation Techniques InMediate-M7L3](#)

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### Self-study

**Resources:** Journal Articles, Textbooks, Case Studies

Guiding questions for self-study and preparation for group work will be provided.

### Group work

- work in sub-groups
- guiding questions for discussion will be provided
- analysis of case studies and practical issues

### Learning outcomes

Participants will have the knowledge and skills to apply a broad set of mediation techniques in an international context. Participants will develop reflexivity in relation to the techniques that they apply.

### Duration

June 30 – July 14, 2022

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## ***MODULE 8: Co-mediation***

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### Topics of video-lessons

- Developing collaboration between mediators
- Personal and cultural compatibility in co-mediation
- Models of cooperation and organizing co-mediation

### Module 8- watch video-lessons:

[E-Learning Module 8 Lesson 1: Co-Mediation- Developing collaboration between mediators InMediate-M8L1](#)

[E-Learning Module 8 Lesson 2: Co-Mediation- Personal and cultural compatibility- InMediate M8L2](#)

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## [E-Learning Module 8 Lesson 3: Model of cooperation and organizing Co-Mediation InMediate M8L3](#)

### Self-study

**Resources:** Journal Articles, Textbooks, Case Studies

Guiding questions for self-study and preparation for group work will be provided.

### Group work

- work in sub-groups
- guiding questions for discussion will be provided
- analysis of case studies and practical issues

### Learning outcomes

Participants will gain knowledge concerning specific issues related to international co-mediation.  
Participants will be able to cooperate with other mediators for the benefit of the mediation process.

### Duration

July 15 – July 29, 2022

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## ***MODULE 9: Online Dispute Resolution (ODR)***

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### Topics of video-lessons

- General Overview of ODR
- ODR modalities: Asynchronous vs. Synchronous and types of ODR
- Online Mediation Skills
- Online Mediation Platforms

### Module 9- watch video-lessons:

[E-Learning Module 9 Lesson 1: Online Dispute Resolution Inmediate-M9L1](#)

[E-Learning Module 9 Lesson 2: Main forms of Online Dispute Resolution Inmediate-M9L2](#)

[E-Learning Module 9 Lesson 3: Online Mediation-M9L3](#)

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## **Self-study**

**Resources:** Journal Articles, Textbooks, Case Studies.

## **Group Work**

Practical simulations using online mediation platforms.

## **Learning outcomes**

Participants will develop an understanding of ODR and become familiar with applications designed for online mediation.

## **Duration**

July 30 – Aug 13, 2022

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