

FIVE-DAY MEDIATION TRAINING PROGRAMME

Day One – Introduction to Mediation in Singapore	
8.30 – 10.30	Session 1 – Mediation in Singapore
	Welcome and Course Overview Introduction to Mediation Movement Development of Mediation in Singapore Mediation Legislations in Singapore
10.30 -10.45	Break
10.45 -12.45	Session 2 – Understanding Conflict and Resolution Theory
	Nature of Conflict Conflict Resolution Theory Models of Conflict Resolution
12.45 – 1.30	Lunch
1.30 – 3.30	Session 3 – Understanding Negotiation Skills
	Negotiation as a Technique for Resolving Disputes Positions and Interests Negotiation Strategies and Tactics
3.30 – 3.45	Break
3.45 – 5.45	Session 4 – Negotiation Exercise
Day Two – Mediation Concepts, Principles and Process	
8.30 – 10.30	Session 5 – Understanding Mediation
	Nature of Mediation Characteristics and Philosophy Pros and Cons of Mediation Suitability of Disputes for Mediation Role of a Mediator
10.30 –10.45	Break
10.45 –12.45	Session 6 - The Mediation Process
	Mediation Process Functions of Mediator at Different Stages Importance of Opening
12.45- 1.30	Lunch
1.30 – 3.30	Session 7 – Illustration of Mediation Process
	Opening Statement Exercise
	Demonstration of Mediation Process and Debrief
3.30 – 3.45	Break
3.45 - 5.45	Session 8 – Mediation Techniques
	Discussion of Techniques commonly used

Day Three – Mediation Techniques and Skills	
8.30 – 10.30	Session 9 – Managing deadlock and power imbalance
	Breaking impasse Balancing power imbalance
10.30 -10.45	Break
10.45 -12.45	Session 10 – Mediation Skills
	Communication Skills Process and Problem solving Skills
12.45 – 1.30	Lunch
1.30 – 3.30	Session 11 - Role Play 1 Exercise and Debrief
3.30 – 3.45	Break
3.45 – 5.45	Session 12 – Mediation Preparation and Reflection
	Preparation for Mediation Reflective Practice Mediation Styles and Approaches
Day Four – Cultural Influences and Awareness	
8.30 – 10.30	Session 13 – Handling Cultural Differences
	Cultural Influences Understanding Cultural Diversity Recognising Bias and Prejudices Handling Cultural Differences in Mediation
10.30 –10.45	Break
10.45 -12.45	Session 14 – Settlement Agreement
	Elements of Good Agreement Writing Settlement Exercise
12.45-1.30	Lunch
1.30 – 3.30	Session 15 – Role Play 2 Exercise and Debrief
3.30 – 3.45	Break
3.45 – 5.45	Session 16 – Role Play 3 Exercise and Debrief
Day Five – Role Play and Coaching	
8.30 – 10.30	Session 17 – Role Play 4 and Feedback
10.30 –10.45	Break
10.45 –12.45	Session 18 – Role Play 5 and Feedback
12.45 -1.30	Lunch
1.30 – 3.30	Session 19 – Role Play 6 and Feedback
3.30 – 3.45	Break
3.45 – 5.45	Session 20 - Conclusion
	Mediator’s Ethical Duties and Conduct Closing Remarks