

## **Course Curriculum**

The Curriculum of the Course is as mentioned below:

### **Conflict Perception Analysis**

This introductory session will help the participants understand the meaning of conflict and look into how conflicts are perceived by people. Conflict analysis is undoubtedly is an initial stage of conflict resolution in which parties seek to gain a deeper understanding of the dynamics in their relationship.

### **Introduction to Mediation Process**

The session will introduce mediation as an alternative dispute resolution mechanism and provide insights on the process of mediation. The session shall cover the basics like assessing the interests of the parties, agenda setting, active listening, and basics of paraphrasing, role of advocates in mediation.

### **Practice – Opening Statement**

In this session the participants will also learn how to prepare for the first stage of negotiation and mediation i.e. how to make an opening statement. This stage is extremely relevant as it helps to establish the basic ground rules of mediation and build the trust and confidence of the disputant parties on their negotiators and mediators.

### **Laws Governing Mediation in India**

This session will analyze that what laws are prevailing in India with respect to mediation. This will in turn help the participants get an insight into the growing importance of mediation in India.

### **Negotiators in Mediation and Key Techniques**

The session shall see that the participants gain an in depth understanding of what are the techniques of negotiation that will further help in smooth administration of this dispute resolution mechanism.

## **Types of Negotiators**

This session will teach the participants about the types of negotiators, and what kind of strategy can be adopted by them in different situations depending upon the approach of the other negotiator.

## **Role Play – Negotiation**

This session will train the participants as to how to conduct negotiations. The skills learnt by the participants with respect to negotiation will come into play. This session will further give an insight to the participants of the way in which negotiation competitions are organized.

## **Mediation Techniques**

This session will be useful in providing an overview of current thinking, new thoughts and personal experience on mediation-orientated tools and techniques that will assist parties in moving from places of conflict to places of co-operation, and from situations of breakdown to circumstances of break-through.

## **Mock Mediation Practice**

This mock session will train the participants to conduct the stages of mediation subsequent to opening statement. The participants will gain practical exposure over different skills that are required to conduct caucus, joint sessions and make closing statement.