


**Civil-Commercial
Mediation Training
Programme**





ADR ODR international prides itself in being one of the first dispute resolution organisations to bridge the gap between traditional face to face alternative dispute resolution and the emerging digital world of online dispute resolution.

“An ounce of mediation is worth a pound of arbitration and a ton of litigation!”

— Joseph Grynbaum

CIVIL - COMMERCIAL MEDIATOR TRAINING PROGRAMME

This programme provides delegates with a minimum of 40 hours training to become a Civil/Commercial Mediator. The programme is taught by global experts that have decades of experience. Completion of the programme results in full accreditation as a UK Civil-Commercial Mediator meeting international standards in mediation.

Why train with us?

ADR-ODR International can offer you access to a wealth of ADR (Alternative Dispute Resolution) and ODR (Online Dispute Resolution) experts who have over 35 years of experience from over 10 countries. This expertise and experience alongside ADR-ODR International's thought leadership and commitment to ODR, allows us to produce the best possible mediation course for aspiring Civil-Commercial Mediators.

Excellence guaranteed

ADR-ODR International is accredited by the Civil Mediation Council (CMC) of the UK and we are recognised internationally as the leading ADR-ODR provider by our many corporate partners.

Post training professional development

ADR-ODR International is passionate about conflict resolution and we firmly believe that each and every graduate of our course should be provided with every opportunity to develop their skills and become peace makers following successful completion of their mediation training with us.

How does the 5-day course work?

At ADR-ODR International we believe that delegates learn best by practicing mediation skills. This is why all of our mediation programmes are skill-based and focused on practical learning. During your Civil-Commercial Mediation training over 70% of your time will be spent in role-play scenarios with tutor-observed sessions. The programme is presented by highly experienced international tutors and mediation practitioners who give comprehensive feedback and guidance throughout.

The course creates a rich and stimulating environment with plenty of opportunities to interact with the course trainers and fellow delegates. Case study mediation exercises, group discussions and de-briefing sessions enable you to practice the skills you have learnt.

Tutors are available to you throughout the programme to discuss any aspect of the course including practical difficulties. ADR-ODR International brings together leading knowledge in the field of Civil-Commercial Mediation training to ensure that each delegate understands the context and application of the core skills needed to become an excellent mediator.

Course Materials

During the course, each delegate will receive a course manual and course slides to use during and after the course. The course manual is a concise introduction to mediation and is designed to assist your learning thought-out the course and get you ready to practice as a Civil/Commercial Mediator.

Should I attend?

The 40 hour Civil- Commercial mediation skills course is designed for those individuals who have a desire to mediate within the civil-commercial arena. We have separate courses for those with an interest in Family and Workplace disputes.

Course objectives

The course aims to help you to:

- Welcome and Introduction
- Historical overview of ADR and the modern ADR movement
- Theory of conflict
- Mediators Code of Conduct
- Introduction to the 5 stages of mediation
- Practice opening statements

How is the course structured?

The course will take place over 5 days, and will run for a total of 40 hours. The outline for the 5 day course is as follows:

Day 1:

- Welcome and Introduction
 - Historical overview of ADR and the modern ADR movement
 - Theory of conflict
 - Mediators Code of Conduct
 - Introduction to the 5 stages of mediation
 - Practice opening statements
-

Day 2:

- Mediation skills
 - Communication Skills
 - Getting to Yes
 - Role-play 1, 2 and 3
(opening a mediation and exploring the issues)
-

Day 3:

- Psychology of conflict
 - Negotiation
 - Role-plays 1,2, and 3
(stages 3, 4 and 5 of a mediation)
 - Closing a mediation
-

Day 4:

- Mock assessments
 - Role-plays 4-6 with debriefs
-

Day 5:

- Cross-cultural issues in mediation
- 1 Assessment role-play (90 mins each)
- Hand-out or email for written course work

Assessments

The Civil-Commercial mediation programme is assessed via a 90 minute role play. This will be recorded using suitable equipment and will be sent to an independent assessor.

There is also a written coursework requirement that allows tutors to assess your understanding of mediation from a more academic lens.

Enrolling on the course

To book a place on our courses,
please visit **www.adrodrinternational.com**