

# *CanMediate International*

*Solutions That Work!!*

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## **Intro to Professional Mediation Course Outline**

This course is designed to provide training and skills development for people who wish to become professional mediators or those who are called upon to resolve or assist others to resolve conflict within their workplace (government, education, community, church or other settings).

Based on 20+ years' experience working in the field, the format of this program has been developed to provide participants with a mediation experience that is as closely aligned with what they encounter in the real world as possible. Participants will conduct a full mediation from start to finish including having to market mediation to upset participants, engage them in being willing to participate, interview them, set up and conduct the actual mediation and then write up the agreement resulting from the mediation. Should their parties have doubts and hesitation to participate (and they typically do), the trainee mediator will be coached by the trainer(s) on how to engage their participation in the process. The mediation process itself on Day 4 includes professional coaches for each group throughout the day.

Due to the homework and the final Synthesis Assignment required, we issue a Certificate of Completion rather than a Certificate of Attendance for 50 hours of training rather than the traditional 40 hours to acknowledge the additional time spent outside the actual class time.

Courses have been developed in keeping with the increasing interest in effective conflict management and the need for comprehensive and effective learning opportunities in a cost-effective and supportive fashion to ensure that it is accessible to as many people and organizations as possible.

### **Training Philosophy**

We believe that participants learn best when presented with practical, relevant useful material in a format that acknowledges the experience that they bring to the course and their different learning styles. Theoretical knowledge is provided to develop a solid foundation of understanding on which to implement the practical components of the course material.

Course format, structure and timing should provide opportunities for participation, reflection, critical thinking, relaxation and enjoyment of the learning opportunity. To meet these objectives, all courses offered by CanMediate International can be customized to reflect the needs and objectives of the client.

Training methods include interactive exercises designed to meet the needs of visual, auditory and kinesthetic learners. Theory is provided to assist participants to understand the reasoning behind the process. Participants are encouraged to dress casually, network, discuss, interrupt, ask questions, reflect and become actively involved in processing the information provided.

### **Training Strategies**

Participants will be engaged in an interactive, hands-on style of experiential learning that will include:

- small group and large group discussions and activities
- individual self-assessment and reflections

- reading and reflection of selected materials
- simulations and coached role plays
- video presentations and analysis
- mini lectures
- facilitated discussions

#### Role-plays

During each course, there will be ongoing exercises and role plays to allow participants to experience and gain skills in the practical aspects of conflict management. In most cases major role plays will be coached by experienced practitioners who can assist the course participants to learn the practical skills necessary to be effective in the specific role and provide constructive feedback to each participant.

#### Evaluation

Participants will be given the opportunity to complete various practical and written assignments throughout the course including a final take-home Synthesis Assignment. A Certificate of Completion will be issued to the participant upon satisfactory completion of all assignments.

## **INTRO TO PROFESSIONAL MEDIATION**

### **Introduction to Interest Based Conflict Management Through Mediation**

(Professional Level)

**Course:** 50 Hours including assignments and take home 'synthesis' assignment

**Texts:** The Mediator's Handbook, Jennifer Beere, New Society Publishers; The Joy of Conflict: Transforming Victims, Villains and Heroes at Home and in the Workplace by Gary Harper, New Society Publishers ; Mediating Interpersonal and Small Group Conflict, Cheryl A. Picard, Golden Dog Press;

#### **Recommended Reading:**

Dealing with People You Can't Stand – Drs. R. Brinkman and Kirschner

Mistakes Were Made But Not By Me – Carol Tavris

Difficult Conversations – Doug Stone

Getting to Yes – Roger Fisher and William Ury

Getting Past No – William Ury

Why We Fight and How We Can Stop – William Ury

#### **Course synopsis:**

This is an intense interactive, participative 5-day program, which will help participants develop the tools and skills needed to be an effective 'impartial third party'. The format will include mini-lectures, individual and group exercises, role plays, scenarios, video analysis, discussions, readings, assignments and self-evaluation instruments.

This program will include some evening assignments and a take-home synthesis assignment. Role Play Coaches (who are all professional mediators) will provide individual feedback and assistance to participants during the role-plays.

A Certificate of Completion will be issued upon satisfactory completion of the Synthesis Assignment

Topics covered will include:

<p><b>The Nature of Conflict</b></p>	<ul style="list-style-type: none"> <li>- Understanding the sources and types of conflict</li> <li>- Mental Models and their contribution to conflict</li> <li>- Analyzing 'Behind-the-scenes' dynamics in conflict that lead to escalation               <ul style="list-style-type: none"> <li>- The role of the 'stories' everyone has in a conflict</li> <li>- The Ladder of Inference and understanding the role of Assumptions</li> <li>- Intentions vs. impacts</li> <li>- Blamestorming vs. accountability</li> <li>- Victim, Villain and Hero dynamics</li> <li>- Archetypes and patterns – understanding historical and situational factors</li> <li>- The 'Systems' Lens – seeing the conflict from a Systems Theory perspective</li> </ul> </li> </ul>
<p><b>Tools for Understanding the Conflict</b></p>	<ul style="list-style-type: none"> <li>- The Taxonomy of Conflict</li> <li>- The Healthy vs. Unhealthy Index</li> <li>- The Conflict Intensity Scale</li> <li>- Convergent and Divergent Conflict</li> <li>- Triangulating</li> </ul>
<p><b>Communication 101 for Mediators – essential communication tools for mediators</b></p>	<ul style="list-style-type: none"> <li>- Effective listening</li> <li>- Perspectives</li> <li>- Paraphrasing</li> <li>- Reframing</li> <li>- Questioning</li> <li>- Summarizing</li> </ul>
<p><b>The Conflict Resolution Continuum</b></p>	<ul style="list-style-type: none"> <li>- Available Processes in ADR</li> <li>- Who owns the solution?</li> </ul>
<p><b>Introduction to Mediation</b></p>	<ul style="list-style-type: none"> <li>- The types of mediation available</li> <li>- The role of the mediator</li> <li>- Skills and Attributes of effective mediators</li> <li>- Confidentiality</li> </ul>
<p><b>Personal Styles of Mediation</b></p>	<ul style="list-style-type: none"> <li>- Who are you as a mediator?</li> <li>- Impartiality / Neutrality and Bias</li> <li>- The Concept of 'Equidistance'</li> <li>- Understanding Mediator Bias</li> <li>- Exploring the 'Buttons and Baggage'</li> </ul>
<p><b>The Mediation Process</b></p>	<ul style="list-style-type: none"> <li>- Pre-mediation intake and setup</li> <li>- The Stages of a Mediation Process</li> <li>- Contracts</li> <li>- Separate 'Caucuses'</li> <li>- Writing Agreements</li> <li>- Follow-up</li> </ul>
<p><b>Mediation tools and strategies</b></p>	<ul style="list-style-type: none"> <li>- Bringing people to the table</li> <li>- Dealing with difficult dynamics</li> <li>- Understanding Positions and Interests</li> <li>- Joint agenda questions</li> </ul>
<p><b>Is Mediation Appropriate?</b></p>	<ul style="list-style-type: none"> <li>- Screening cases as appropriate for mediation</li> <li>- Mediatable / Non-mediatable Issues</li> </ul>

### **Role-plays**

During the 5 day course, there will be ongoing exercises and role plays to allow participants to experience and gain skills in the practical aspects of mediation. Each participant will have the opportunity to act as a mediator from the initial stages of being contacted by a potential client through to writing the agreement and doing the follow-up. This provides each new mediator with the practical experience of conducting a mediation, to deal with a conflict based on real life, from start to finish. There is ongoing feedback from participants, the trainer and coaches as well as self-evaluation opportunities throughout this process. This approach has met with outstanding approval from participants in past courses.

### **Synthesis Assignment**

As part of the evaluation component, participants are given a take – home / open book synthesis assignment to be completed within the 2 weeks following the course. This assignment is designed to assist participants in processing the theoretical information received during the week as well as the learnings gained from the exercises and role-plays. Participants have stated that while they found it difficult to find the time to complete the assignment, it was invaluable as a learning tool and assisted them to pull together and internalize the various learnings of the week. This also provides an opportunity for the trainer to assess the participant's level of comprehension of various key components of the course. Future courses can then be structured to specifically address key areas where additional time would be beneficial.

### **Ongoing Professional Training:**

Ruth also offers Advanced Mediation Level 2, Level 3 and a Practicum for Aspiring Mediators program. Please contact her for more information – [info@canmediate.com](mailto:info@canmediate.com)

**Please contact Ruth to discuss how this (or other programs we offer) may be useful to you or your group - 613.298.8105 or [info@canmediate.com](mailto:info@canmediate.com) for a consult.**

### **The Facilitator – Ruth Sirman**

#### **To see Ruth in action:**

Youtube channel: [www.youtube.com/canmediate](http://www.youtube.com/canmediate)

References and C.V available on request or for more information: [www.canmediate.com](http://www.canmediate.com)

#### **Short Bio:**

Working as a mediator, trainer and speaker since 1992, **Ruth Sirman** is a veteran in the world of Alternative Dispute Resolution. She has been called a talented mediator, a high content speaker, an amazing trainer, a 'tell-it-like-it-is realist, a stand-up comedian with a message and a few others things as well... But no matter what you call her, know that her objective in life is to help people learn to manage the tough situations they create – and live to tell about it! She has a passion for sharing what she has learned from decades of helping people to manage conflicts effectively and to building capacity in trainee mediators and the mediation profession.

For more information, check out [www.canmediate.com](http://www.canmediate.com)

Youtube link: <http://www.youtube.com/watch?v=vdnGtfyEtLY&list=UUC6-B7OqpFhVwJq1DRMb1iA&index=14&feature=plcp> for a clip of Ruth in action. More videos are available at [www.youtube.com/canmediate](http://www.youtube.com/canmediate).

#### **Longer Bio:**

Working as a mediator, consultant, trainer and speaker since 1992, Ruth Sirman is a veteran in the world of Alternative Dispute Resolution and Organizational Development. Her specialty is large complex, multi-party interventions - often succeeding where others have failed. Her understanding of organizations and of human behaviour, her quick wit and humour based “down home” practicality have made her a much sought after professional speaker - nationally and internationally.

She has been called a talented mediator, a high content speaker, an amazing trainer, a ‘tell-it-like-it-is’ realist, a stand-up comedian with a message and a few other things as well... But no matter what you call her, know that no matter where you meet her, she will give you something to think about, challenge you to look at life in new ways and keep you laughing through it all. Her objective is to help people learn to manage the tough situations they create – and live to tell about it!

She is an Accredited Mediator with the Workplace Mediation Association, a member of the Canadian Association of Professional Speakers and the Global Speakers Federation. She is a member of Mediators Beyond Borders and has a Master’s Certificate in Mediation from The Leonard Institute and is completing her International Mediator Certification through the International Mediation Institute.

**For more information, please contact CanMediate International  
613.298.8105 or [www.canmediate.com](http://www.canmediate.com)**

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