

DAY 1 24 th July 2017 10:00 to 17:30			
Module	Time	Topics/ Themes	Method
Module 1	10:00 - 11:00	Introduction to the Conflict: Nature and Responses <ul style="list-style-type: none"> - What is conflict? - What are the kind of conflict? - Recognizing a conflict to response (and not react) 	Lecture, exercises and discussion
Module 2	11:00 - 12:30	Communication Techniques and Tools <ul style="list-style-type: none"> - Active listening v passive listening - Mediator communication tools - Reflecting, paraphrasing, and questioning 	Lecture, exercises and discussion
Lunch Break			
Module 3	1:30 - 2:30	Real Life Negotiation Roleplay I <ul style="list-style-type: none"> - Group preparation - Negotiation in teams - Discussion of results and techniques - Analysis of challenges and suitable solutions - Feedback & debrief 	Negotiation Exercise
Coffee Break			
Module 4	2:45 - 4:00	What Makes a Successful Negotiation? <ul style="list-style-type: none"> - 7 elements of a successful negotiation - Position bargaining v interest-based bargaining - Understanding the difference between dispute settlement and conflict resolution - Being a great negotiator 	Lecture, exercises and discussion
Module 5	4:00 - 5:00	Real Life Negotiation Roleplay II <ul style="list-style-type: none"> - Group preparation - Negotiation in teams - Discussion of results and techniques - Analysis of challenges and suitable solutions - Feedback & debrief 	Negotiation Exercise
Module 5a	5:00 - 5:30	Mediation: Scope in India <ul style="list-style-type: none"> - Where does mediation fit in the dispute resolution system of India - Questions of the day - Takeaways for the day 	Discussion, interactive session

DAY 2 25th July 2017 09:00 – 17:30			
Module	Time	Topics/ Themes	Method
Module 6	9:00- 9:30	Approach to a Conflict <ul style="list-style-type: none"> - Right or Power or Interests - Understanding the best approach to a conflict - What's make a dispute system suitable? 	Lecture, exercises and discussion
Module 6a	10:00- 11:00	Mediation 101: Basics and Mediator's Role <ul style="list-style-type: none"> - Mediation model overview - Chemistry between mediator, client, lawyer - Communication stages in a mediation - How different from a Judge or an Arbitrator? - Mediator's opening and closing statement - Joint sessions and private sessions 	Lecture, exercises and discussion
Coffee Break			
Module 7	11:00 – 12:30	Real Life Mediation Roleplay III <ul style="list-style-type: none"> - Group preparation - Mediation in teams - Discussion of results and techniques - Analysis of challenges and suitable solutions - Feedback & debrief 	Mediation Exercise
Lunch Break			
Module 8	1:30 – 2:30	Role of Lawyers and Mediation Models <ul style="list-style-type: none"> - Client consultation in pre-litigation stages - Pre and post-mediation decisions - Mediation agreements and enforcement - Different mediation models 	Lecture and discussion
Coffee Break			
Module 9	2:45-4:00	Real Life Mediation Roleplay IV <ul style="list-style-type: none"> - Group preparation - Mediation in teams - Discussion of results and techniques - Analysis of challenges and suitable solutions - Feedback & debrief 	Mediation Exercise
Module 10	4:00 – 5:30	Mediation Stages Review - Joint Sessions / Tactics When Stuck / Caucus Goals <ul style="list-style-type: none"> - Questions of the day - Takeaways of the day - About the goals of the Peacekeeping And Conflict Resolution Trust (PACT) 	Discussion, interactive session