

Day 1: Introduction to Mediation	
8:30 – 10:30	Session 1: Understanding Conflict
	<ul style="list-style-type: none"> • Welcome, Introductions, and Course Overview • Understanding Conflict: Conflict Style Instrument Activity
10:30 – 10:45	Tea Break
10:45 – 12:45	Session 2: Conflict and Negotiation Dynamics
	<ul style="list-style-type: none"> • Understanding Conflict, continued: What Is Conflict? Activity • Levels of Conflict Escalation • Ten Coins Activity • Approaches to Negotiation: Positions and Interests • Negotiation and Mediation • Mediation Defined
12:45 – 1:30	Lunch Break
1:30 – 3:15	Session 3: Introduction to Mediation
	<ul style="list-style-type: none"> • Mediation on the Dispute Resolution Spectrum • Mediation Process • Skills Drill: Mediator Opening Statements
3:15 – 3:30	Tea Break
3:30 – 5:45	Session 4: Foundational Skills in Mediation
	<ul style="list-style-type: none"> • Skills Drill: Building Rapport, Active Listening, Questioning and Reframing • Roleplay 1 (Mediator Opening Statements and Party Opening Statements) • Roleplay Debrief • Daily Summary and Outstanding Questions
Day 2: Cultural Fluency in Mediation: Asian Approaches	
8:30 – 10:30	Session 5: Asian Approaches to Mediation
	<ul style="list-style-type: none"> • Reflections from Day 1 and Preview of the Day • Cultural Fluency in Mediation
10:30 – 10:45	Tea Break
10:45 – 12:45	Session 6: Asian Approaches to Mediation Process, Part I
	<ul style="list-style-type: none"> • Introduction to <i>MediAsian</i> and revisiting interest-based processes based on Asian values • Positions and Interests, Revisited • Understanding the Exploration Phase • Issue Identification and Agenda Setting

	<ul style="list-style-type: none"> • Skills Drill: Issue Identification and Agenda Setting
12:45 – 1:30	Lunch Break
1:30 – 3:15	Session 7: Asian Approaches to Mediation Processes, Part II
	<ul style="list-style-type: none"> • <i>MediAsian</i> and revisiting interest-based processes based on Asian values • Option Generation and Evaluation Activity • Understanding the Negotiation Phase • Roleplay 2
3:15 – 3:30	Tea Break
3:30 – 5:45	Session 8: Asian Approaches to Mediation, Part III
	<ul style="list-style-type: none"> • Roleplay Debrief • Outcome, Withdrawal, and Termination • Understanding the Preparation Phase • Activity: Preparing for Mediation (Case Intake) • Daily Summary and Outstanding Questions
Day 3: Skill-building and Troubleshooting	
8:30 – 10:30	Session 9: Process in Practice, Part I
	<ul style="list-style-type: none"> • Reflections from Day 2 and Preview of the Day • Mediation and Cross-Cultural Communication: High/Low Context • Mediating with Indirect Communication • Skills Drill: Active Listening and Reframing Across Cultures
10:30 – 10:45	Tea Break
10:45 – 12:45	Session 10: Interventions for Challenging Situations
	<ul style="list-style-type: none"> • Skills Drill: Mediator Interventions and Power Imbalances • Skills Drill: Overcoming Impasse/Managing Deadlock • Skills Drill: Private Sessions
12:45 – 1:30	Lunch Break
1:30 – 3:15	Session 11: Making Progress
	<ul style="list-style-type: none"> • Managing High Levels of Emotions • Facilitating Effective Offers • Mediation Advocacy: Working with Lawyers
3:15 – 3:30	Tea Break
3:30 – 5:45	Session 12: Process in Practice, Part II
	<ul style="list-style-type: none"> • Introduction to Reflective Practice

<ul style="list-style-type: none"> • Roleplay 3 • Reflective Practice Essay • Roleplay Debrief • Preparing for Mediation Simulations 	
Day 4: Coaching and Roleplay: Ethics and Legal Frameworks	
8:30 – 10:30	Simulation I and Debrief
10:30 – 10:45	Tea Break
10:45 – 12:45	Simulation II and Debrief
12:45 – 1:30	Lunch Break
1:30 – 3:30	Simulation III and Debrief
3:30 – 3:45	Tea Break (provided)
3:45 – 5:45	Discussion: Ethical Issues and the Singapore Legal Framework for Mediation
Day 5: Coaching and Roleplay: The Meta-Model in Practice	
08:30 – 10:30	Simulation IV and Debrief
10:30 – 10:45	Tea Break
10:45 – 12:45	Simulation V and Debrief
12:45 – 1:30	Lunch Break
1:30 – 3:30	Simulation VI and Debrief
3:30 – 3:45	Tea Break
3:45 – 5:45	Discussion: Mediation Meta-Model, Mediation Practice in Singapore, Closing Words and Certificates of Completion