

## Content Summary:

The *Mediation Overview* course teaches participants the basic principles involved in mediation, the difference between mediation and other forms of Alternative Dispute Resolution (ADR), and techniques for establishing a program. The design includes a wide variety of instructional techniques designed to maximize adult learning including mini lectures, group discussions and activities, role-playing, simulations, case studies, videos, and individual and team action planning. This course encompasses the following modules:

- Dispute Resolution
- Conflicts and Disputes
- Interest-Based Problem Solving
- Mediation

<b>Audience:</b> EEO and HR Professionals	<b>Duration:</b> 1 day
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## Agenda:

### **Module 1: Dispute Resolution**

The *Dispute Resolution* module introduces participants to the impact of regulations and executive orders on mediation and types of ADR and the relationship of appellate agencies to ADR and mediation.

### **Module 2: Conflicts and Disputes**

The *Conflicts and Disputes* module familiarizes participants with dispute prevention in organizations, conflict definitions and types of conflict, and the consequences of destructive conflict for individuals and organizations.

### **Module 3: Interest-Based Problem Solving**

The *Interest-Based Problem Solving* module teaches participants to understand the steps in the interest-based-problem solving process, establish criteria for a good solution, and discuss the interest-based problem solving creed.

### **Module 4: Mediation**

The *Mediation* module assists participants with recognizing definitions and key terms related to mediation, listing the skills of a mediator, and understanding the stages of the mediation process.