Instructor Information:

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Course Description: This course will focus on the skills needed to be a successful mediator. Participants will develop mediator communication skills and effective mediation process strategies, as well as knowledge of the ethical, moral and legal issues facing mediators. The course examines general community and workplace disputes, the function of a mediator within a court system, and special challenges in the mediation context (e.g., the role of attorneys in mediation). With attention on facilitative mediation practice, participants will be introduced to other styles and approaches to the process. Course meets basic mediation training standards of the Supreme Court of Virginia.

Course Objectives:

a) Increase understanding of conflict dynamics in interpersonal, family, community, organizational and public disputes.

b) Improve communication techniques and skills such as listening, paraphrasing, reframing, and nonverbal communication.

c) Provide framework for dealing with personal and professional conflict through principled negotiation.

d) Increase awareness of personal biases and conflict styles.

e) Provide training in mediation process and effective skills and strategies.

f) Promote awareness of ethical, legal, and public policy issues for mediation.

g) Nurture values of peacemaking and conflict resolution as thoughtful people and committed professionals.

Course Assignments:


b) Handouts, as provided.

c) Attend all classes and participate consistently through reading, reflection, discussion, and exercises. Display courtesy and respect for others.

d) Three reflection papers of significant insight or learning (500 words each - integrate class material/exercises, manual, and readings from Moore’s book): 1st paper – including parts 1 &
2 from Moore, due Sept. 18th; 2nd paper – incl. part 3 from Moore, due Oct. 2nd; and, 3rd paper – incl. part 4 from Moore, due Oct. 16th.
e) The successful completion of this course relies on demonstrated understanding of the mediation process; application of mediator skills and techniques; and, adherence to the Standards of Ethics and Professional Responsibility for Certified Mediators in Virginia <http://www.courts.state.va.us/courtadmin/aoc/djs/programs/drs/mediation/soe.pdf>. This training in and of itself does not guarantee certification as a mediator in Virginia.

6) **Readings:**
   a) **Required:**
   b) **Recommended:**

7) **Anticipated Schedule:**

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<thead>
<tr>
<th>Date</th>
<th>Class Topics</th>
<th>Readings/Assignments</th>
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<tr>
<td>Thursday</td>
<td><strong>Overview, Introductions, Expectations</strong></td>
<td>M&amp;CR (1-21, 49-50) Handouts</td>
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<td>Sept 4</td>
<td><strong>Conflict, Negotiation, &amp; Mediation Demonstration</strong></td>
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<tr>
<td>Thursday</td>
<td><strong>Communication Skills</strong></td>
<td>M&amp;CR (20-27, 37-42, 77) Handouts</td>
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<td>Sept 11</td>
<td><strong>First Three Stages</strong></td>
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<td><strong>Practice Sessions</strong></td>
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<tr>
<td>Thursday</td>
<td><strong>Last Two Stages</strong></td>
<td>M&amp;CR (28-35, 53-54, 88-89) Handouts</td>
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<td>Sept 18</td>
<td><strong>Private Sessions (Caucus)</strong></td>
<td><em>First Reflection Paper Due</em></td>
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<td><strong>Certification in Virginia</strong></td>
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<td><strong>Styles of Mediation</strong></td>
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<td><strong>Practice Sessions</strong></td>
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<td>Thursday</td>
<td><strong>Code of Virginia</strong></td>
<td>M&amp;CR (44, 61-75) Handouts</td>
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<td>Sept 25</td>
<td><strong>Standards of Ethics &amp; Professional Responsibility</strong></td>
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<td><strong>Relationship Reconciliation</strong></td>
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<td><strong>Practice Sessions</strong></td>
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<td>Thursday</td>
<td><strong>Working with Attorneys &amp; Resource People</strong></td>
<td>M&amp;CR (58) Handouts</td>
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<td>Oct 2</td>
<td><strong>Difficult Situations</strong></td>
<td><em>Second Reflection Paper Due</em></td>
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<td><strong>Practice Sessions</strong></td>
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*Final Reflection Due Oct 16th*
8) **Course Requirements / Evaluation / Grading**

a) Full attendance and participation are extremely important as this course is practical and applied in nature. All assignments are completed within the classroom and thus, unable to be made up at a later time. This course is graded as pass-fail.

b) To reach Virginia Certification Standards, the trainee must serve as a mediator at least twice and demonstrate in practice...
   i) The basic concepts of mediation.
   ii) The role of the mediator and the stages of mediation.
   iii) The skills necessary for good mediation practice.
   iv) The ethical standards that apply to certified mediators.
   v) That s/he is ready to continue with the mediator mentorship process.

c) Details:
   i) **INTRODUCTION** (Developed rapport and trust, and conveyed a positive outlook; Appeared confident and in control of emotions; Appeared sensitive to clients’ physical and emotional comfort; Provided welcome and opening comments; Explained mediation process; Clarified role of participants; Established ground rules; and, Covered Agreement to Mediate form)
   
   ii) **INFORMATION SHARING** (Engaged participation of clients; Understood issues and empathized with feelings; Accurately and briefly summarized information and concerns; and, Balanced time and focus between clients)

   iii) **ISSUE CLARIFICATION** (Asked appropriate questions; Identified interests, intentions, differences, limitations, and underlying problems; Identified common ground; and, Reframed statements and issues)

   iv) **GENERATION OF OPTIONS** (Organized and prioritized mediatable issues; Focused on present and future needs rather than positions; Elicited multiple options and explored settlement possibilities; Facilitated negotiation and bargaining; and, Assisted parties with reality testing)

   v) **RESOLUTION/CLOSURE** (Drafted agreement which is sufficiently specific and addressed all issues; Drafted agreement which is well organized, clearly stated, and easily readable; Assisted in developing an agreement that is balanced, fair, realistic, understood, and not coerced; Discussed options for noncompliance or resolving future conflict; Sufficient effort exerted to assist parties in reaching agreement; and, Provided appropriate information and referral)

   vi) **PROFESSIONAL QUALITIES** (Demonstrated an awareness of ethical issues; Maintained neutrality, impartiality, and objectivity; Avoided giving advice, pressure, and judgment; Demonstrated respect for different values and lifestyles; Demonstrated ability to work with co-mediator and clients; and, Engaged in ongoing assessment of appropriateness of case for mediation)

   vii) **COMMUNICATION SKILLS** (Demonstrated appropriate posture, gestures, and eye contact; appropriate use of voice, tone, volume, and clarity; appropriate verbal content and timing; appropriate listening styles and other intuitive abilities; and, Demonstrated good paraphrasing and reframing skills)

   viii) **SPECIAL TECHNIQUES** (Demonstrated appropriate use of caucus; Demonstrated appropriate involvement of other parties; Overcame impasse, resistance, or difficult behavior; Dealt with power imbalance or control issues; Handled intense emotions or difficult agendas; and, Displayed flexibility and used creative strategies effectively