Mediation and Dispute Resolution Training Course

Professional Development Training Course Outline

Category	Political Science and International Relations	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Conflict is an inevitable part of human interaction, whether in the workplace, community, or personal life. Unresolved disputes can lead to significant stress, decreased productivity, and damaged relationships. Traditional legal processes like litigation are often expensive, time-consuming, and adversarial, leaving parties with a "win-lose" outcome and little control over the final decision. Mediation and other forms of **Alternative Dispute Resolution (ADR)** offer a powerful, collaborative alternative. This training course is designed to equip you with the essential skills to navigate and resolve conflicts constructively, transforming them from destructive battles into opportunities for mutual gain and understanding.

Mediation and Dispute Resolution Training Course program provides a deep dive into the **theory and practice** of mediation. You will learn to facilitate conversations, manage complex emotions, and guide parties toward **mutually beneficial agreements** outside the courtroom. Our curriculum integrates cutting-edge **communication strategies, conflict de-escalation techniques, and ethical best practices** to ensure you are not just a passive third party, but an effective facilitator of resolution. By the end of this training, you will be prepared to apply these skills in a variety of settings, enhancing your professional value and contributing to a more harmonious environment.

Programme Curriculum

Mediation and Dispute Resolution Training Course

Introduction

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Course Duration

5 days

Course Objectives

1. **Master** the **fundamentals** of Alternative Dispute Resolution (ADR) and its role in modern conflict management.
2. Develop **advanced facilitative mediation skills** to guide negotiations effectively.
3. Learn and apply **conflict de-escalation techniques** for high-stakes situations.
4. Acquire proficiency in **interest-based negotiation** to achieve win-win outcomes.
5. Enhance **active listening and empathetic communication** to build rapport and trust.
6. Understand the **legal and ethical frameworks** governing professional mediation practice.
7. Design and implement **effective dispute resolution systems** within organizations.
8. Navigate and manage **cross-cultural and multi-party disputes** with sensitivity and skill.
9. Develop strategies for overcoming **negotiation impasses and power imbalances**.
10. Apply mediation principles to **workplace, commercial, and family disputes**.
11. Gain competence in using **online dispute resolution (ODR) platforms**.
12. Cultivate **emotional intelligence and self-awareness** to maintain neutrality as a mediator.
13. Prepare for and pursue **professional certification** as a certified mediator.

Organizational Benefits

- Drastically cut legal fees and lost productivity by resolving disputes internally.
- Foster a positive work environment by empowering staff with conflict resolution skills, leading to higher job satisfaction and retention.
- Strengthen internal communication channels and team collaboration.
- Mediation focuses on collaborative solutions, preserving valuable business and professional relationships that litigation often destroys.
- Minimize the disruption and distraction caused by unresolved conflict, allowing teams to focus on core business objectives.
- Proactively address and resolve issues before they escalate into formal complaints or lawsuits.
- Equip managers and leaders with the skills to effectively handle team disputes, fostering trust and respect.

Target Audience

1. Human Resources (HR) Professionals.
2. Managers and Team Leaders.

3. Legal Professionals.
4. Social Workers and Counselors.
5. Educators and School Administrators.
6. Business Owners and Entrepreneurs.
7. Customer Service and Sales Representatives.
8. Arbitrators and Adjudicators

Course Outline

Module 1: Foundations of Conflict and ADR

- Defining conflict, its types, and its lifecycle.
- Introduction to Alternative Dispute Resolution (ADR): Mediation, Arbitration, and Negotiation.
- The benefits and limitations of mediation versus traditional litigation.
- Ethical principles and professional standards for mediators.
- **Case Study:** A workplace conflict between two colleagues over shared project responsibilities, exploring how to analyze the root causes and identify a path to resolution.

Module 2: The Mediation Process

- The structured stages of mediation: from opening statements to agreement.
- Establishing a safe and confidential environment.
- The mediator's role: maintaining neutrality, impartiality, and confidentiality.
- Structuring a mediation agreement and ensuring enforceability.
- **Case Study:** Mediating a commercial dispute between a supplier and a client regarding a late delivery and a breached contract.

Module 3: Essential Communication Skills

- **Active listening** and its critical role in uncovering underlying interests.
- Using effective questioning to gather information and reframe the dispute.
- Mastering verbal and non-verbal communication for rapport building.
- Techniques for summarizing and validating a party's perspective.
- **Case Study:** A community dispute over land use, focusing on how a mediator uses active listening and summarizing to help neighbors understand each other's fears and needs.

Module 4: Negotiation Strategies

- Moving from positional bargaining to **interest-based negotiation**.
- Identifying parties' underlying interests, needs, and concerns.
- Developing and evaluating options for a mutually acceptable solution.
- Overcoming negotiation impasses and dealing with difficult personalities.
- **Case Study:** A family mediation for a divorce, where the focus is shifted from a fight over assets to the well-being of the children, exploring shared interests.

Module 5: Power Dynamics and Ethics

- Recognizing and managing power imbalances between parties.
- The ethical responsibilities of a mediator, including conflicts of interest.
- Confidentiality and its limits in the mediation process.
- Self-awareness and managing personal biases.

- **Case Study:** A mediation involving a senior manager and a subordinate, highlighting the ethical challenge of ensuring the less powerful party feels heard and safe.

Module 6: Workplace and Organizational Disputes

- Applying mediation to workplace grievances and disciplinary issues.
- Handling team and inter-departmental conflicts.
- Designing and implementing an internal dispute resolution system.
- Mediation's role in addressing issues of harassment and discrimination.
- **Case Study:** Mediating a dispute between a project manager and a team member, with the goal of improving their working relationship and preventing future conflicts.

Module 7: Specialized Dispute Areas

- Techniques for mediating family disputes, including divorce and child custody.
- Handling disputes in the construction, real estate, and commercial sectors.
- Cross-cultural mediation and navigating diverse communication styles.
- The use of mediation in public policy and environmental disputes.
- **Case Study:** A dispute between two tech startups over intellectual property, requiring the mediator to understand complex technical details and business interests.

Module 8: Advanced Techniques and ODR

- Advanced facilitative and evaluative mediation techniques.
- When to use private caucuses and shuttle diplomacy.
- Introduction to **Online Dispute Resolution (ODR)** platforms and best practices.
- Mediator marketing, practice management, and building a professional reputation.
- **Case Study:** A multi-party international commercial dispute conducted entirely online, highlighting the challenges and opportunities of virtual mediation.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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