

# Mediation

## Certification Program Course Modules



### Module 1—Monday, Sept. 1st, 2025

Course Orientation & Introduction to Mediation, Conflict Theory and Resolution Methods. Overview of course structure, learning objectives, key activities and assessment method. Types of mediation (facilitative, evaluative, transformative)

**Diana de la Rua Eugenio – Argentina**



### Module 2 – Tuesday, Sept. 2nd, 2025, from 4.30pm to 8.30pm IST

The Mediation Process, Core Principles of Mediation: Neutrality, voluntary participation, confidentiality, party self-determination, Overview of the Five Stages of Mediation, Fundamentals of Mediation: How and why it succeeds.

**Dan Rainey – USA**



### Module 3 – Wednesday, Sept. 3rd, 2025, from 4.30pm to 8.30pm IST

Neutrality and Bias Prevention, Importance of Impartiality in Mediation, Building Trust with All Parties, Ensuring Fair and Balanced Mediation Processes

**Miriam Melian – Argentina**



### Module 4 – Thursday, Sept. 4th, 2025, from 4.30pm to 8.30pm IST

Core communication Skills, Active listening, paraphrasing, questioning, framing issues, information gathering, summarizing, Active Listening and Empathic Responding. Recognizing Emotions and Power Dynamics. Building Rapport with Parties.

**Gloria Aragon – Colombia**



### Module 5 – Saturday, Sept. 6th, 2025, from 4.30pm to 8.30pm IST

Process Management & Advanced Communication Skills. Roles of Experts, Advocates, and Representatives: Contributions of professionals including legal counsel. Choosing between joint sessions and caucuses. Maintaining Process Control, Fairness, and Trust.

**Catalina Mendoza Castaño – Colombia**



### Module 6 – Sunday, Sept. 7th, 2025, from 4.30pm to 8.30pm IST

Negotiation styles, Understanding Positions, Interests, Needs, and Values. BATNA, WATNA, MLATNA, and ZOPA . Distributive Bargaining, Integrative Bargaining. Techniques for Guiding Parties Toward Resolution. Managing Impasse and Resistance. Closing and Agreement Drafting

**Dr. Sudhir Kumar Jain – India**



### Module 7 – Monday, Sept 8th, 2025, from 4.30pm to 8.30pm IST

Effective Mediation Strategies. Mediation preparation to ensure case progression and a productive discussion Establishing clear and mutually agreed-upon rules for the mediation process. Reframing, Shifting Focus, Creating and assessing multiple possible resolutions/ options. Writing the agreement.

**Pablo Lumerman – Argentina**



### Module 8 – Tuesday, Sept 9th, 2025, from 4.30pm to 8.30pm IST

Ethics & Mediation. Ethical issues and challenges; codes of conduct, standards, and strategies for increasing access and a fair process; includes attention to issues of power and technology.

**Leah Wing – USA**



### Module 9 – Wednesday, Sept. 10th, 2025, from 4.30pm to 8.30pm IST

Online Mediation Tools & Techniques, Overview of Online Mediation Platforms, Ensuring Secure Communication and Data Protection, Managing Privacy Settings and Cybersecurity Risks, Maintaining Rapport and Engagement in Virtual Settings, Managing Power Imbalances and Emotional Dynamics Virtually, Body Language Limitations, Technical Disruptions, and Adapting to Time Zones and Diverse Communication Styles.

**Alberto Elisavetsky – Argentina**



### Module 10 – Thursday, Sept. 11<sup>th</sup>, 2025, From 4.30pm to 8.30pm IST

Final Role-Play Assessment & Course Wrap-Up, Role-play assessments (multiple rounds), Individual and group feedback sessions, Reflective discussion: Lessons learned, Course evaluation and certification process.

**Alberto Elisavetsky & Miriam Melian – Argentina**