



Mediation Training Program



16 - 20 December, 2024



IBA City Campus, Karachi

Fee: PKR 350,000 + 5% SST
Includes Training and Assessments

Tel: 021-38104700-01 | Ext. 1812 & 1809

Program Overview

This 5-day Domestic Mediation Workshop is designed to equip participants with the foundational skills and knowledge to mediate disputes effectively. It provides a structured approach to mediation, introducing participants to the principles, techniques, and ethics involved. Through interactive learning, including role-plays and assessments, participants will gain practical experience in resolving disputes in a controlled, professional setting. The workshop aligns with recognized mediation frameworks, focusing on domestic dispute resolution.



Learning Outcomes

By the end of the 5-day workshop, participants will be able to:

1. Understand Mediation Frameworks:

- ▶ Grasp the principles, processes, and legal aspects of mediation.
- ▶ Recognize the differences between mediation and other forms of dispute resolution.

2. Develop Key Mediation Skills:

- ▶ Exhibit active listening, effective communication, and negotiation techniques.
- ▶ Build rapport with disputing parties, manage emotions, and facilitate constructive dialogue.

3. Apply Problem-Solving Strategies:

- ▶ Employ interest-based negotiation strategies to find mutually beneficial solutions.
- ▶ Use creative problem-solving techniques to break deadlocks and manage complex disputes.



4. Handle Ethical Challenges:

- ▶ Apply ethical principles of neutrality, confidentiality, and impartiality.
- ▶ Navigate power imbalances and cultural sensitivities in domestic disputes.

5. Practical Mediation Experience:

- ▶ Demonstrate mediation skills in simulated role-play sessions.
- ▶ Gain feedback on mediation performance, identifying areas for improvement.



Topics Covered

Day 1: Introduction to Mediation and Conflict Resolution	Day 2: Mediation Process and Skills Day	Day 3: Negotiation and Problem-Solving in Mediation
Understanding Mediation Definitions, types, and process	The Role of a Mediator Impartiality, neutrality, managing emotions	Interest-Based Negotiation Moving beyond positions to uncover interests
Conflict Resolution Basics Sources, types of conflicts, and conflict management styles	Communication Skills Active listening, questioning, reframing, summarizing	Problem-Solving Techniques Generating options, BATNA (Best Alternative to a Negotiated Agreement)
Mediation vs. Other ADR Methods Arbitration, Negotiation, Litigation	Building Rapport Establishing trust and empathy between disputing parties	Dealing with Impasse Strategies for managing deadlocks and resistance
Stages of Mediation Preparation, opening, exploration, bargaining, agreement	Ethics and Confidentiality Principles guiding mediators' conduct	Mediation Case Study Group exercise focusing on domestic disputes
Mediation Role Play Participants act as mediators and parties in simulated mediation sessions	Mediation Role Play Participants act as mediators and parties in simulated mediation sessions	Mediation Role Play Participants act as mediators and parties in simulated mediation sessions

Day 4: Role Play and Real-World Application	Day 5: Feedback and Practical Application
Mediation Role Play	Advanced Role Play Practice Sessions
Participants act as mediators and parties in simulated mediation sessions	Participants conduct full mediation sessions observed by trainers
Power Imbalances	Feedback Session
Recognizing and addressing power dynamics in mediation	Detailed feedback on mediation performance, communication, and process management
Cultural and Emotional Intelligence	Review and Recap
Understanding the role of cultural and emotional factors in mediation	Key learnings, challenges, and future practice areas
Mediation Case Study	
More complex case scenarios	
Mediation Role Play	
Participants act as mediators and parties in simulated mediation sessions	



Post Program Assessment

Written Assessment:

- Covers key theoretical concepts of mediation, ethical issues, conflict management styles, and case studies.
- Participants will answer multiple-choice questions, short answers, and scenario-based questions.

Role-Play Assessment

- Participants will undergo a formal evaluation based on a final mediation role-play session.
- The role-play assessment will be observed by trainers, with feedback provided on performance.



Role-Play Sessions

- Throughout the workshop, participants will engage in structured role-play sessions where they take turns acting as mediators and disputing parties. These sessions are designed to:
 - Provide hands-on experience in managing real-world disputes.
 - Allow participants to practice mediation skills in a safe environment.
 - Facilitate constructive feedback from trainers and peers.

Role Play Topics:

- (1) Family disputes (e.g., inheritance issues, custody agreements)
- (2) Workplace conflicts (e.g., employee grievances, managerial disputes)
- (3) Community-based disputes (e.g., neighbor disagreements, property)

About ADRIC

The Challenge

The Pakistani court system faces a backlog of millions of cases, leading to lengthy delays and high costs. Traditional litigation can be a slow and expensive process for businesses and individuals.

The Solution

The IBA Alternative Dispute Resolution International Center (IBA ADRIC) offers a faster and more cost-effective approach to resolving commercial disputes. We promote the use of mediation and negotiation, inspired by the successful model of the Harvard Negotiation Project.

Our Services

Mediation & Arbitration Services: Access a panel of qualified mediators and arbitrators to facilitate efficient dispute resolution.

Mediation Training: Develop the skills to resolve disputes effectively through our comprehensive training programs.

Research: Industry led focused research initiatives.

Contact Us



cee.iba.edu.pk/adric



ceeinfo@iba.edu.pk



Phone: (021) 38104701

Ext (For Karachi): 1812 , 1809

Center for Executive Education, IBA City Campus,
Plot # 68 & 88 Garden, Kiyani Shaheed Rd, Karachi.

