



# THE THEORY AND PRACTICE OF MEDIATION

## CURRICULUM SUMMARY



Mediation is a useful and well-respected dispute resolution process. A neutral third party helps disputants reach consensus on their own, by first exploring the underlying interests and grievances that can stand in the way of problem solving. With frank conversation, solutions are revealed.

The National Conflict Resolution Center has been a leading provider of mediation services since our founding in 1983 as San Diego Mediation Center. The knowledge we have acquired over the years – in tens of thousands of mediations – is embedded in our signature training program for mediators, The Theory and Practice of Mediation.

Participants in the workshop gain a thorough understanding of mediation and conflict resolution practices and principles. Yet, becoming an effective third-party neutral requires more than theoretical knowledge: In The Theory and Practice of Mediation, we also build skills and confidence in using NCRC's widely-respected, proprietary six-step mediation process. Engaging discussion, participatory exercises, and brief lectures – combined with ample practice time – make this course a meaningful learning experience for all people, no matter their background or career aspirations. At its conclusion, participants see conflict and conflict resolution through a different lens.

## GOALS OF THE WORKSHOP

**By the end of the course, participants will have the ability to:**

- Understand conflict and mediation theory;
- Effectively utilize NCRC's six-stage mediation process;
- Employ essential communication skills when mediating conflicts;
- Recognize bias and work to overcome it;
- Respectfully manage emotions that surface in mediations; and
- Skillfully mediate all types of cases.



## CONTENT OUTLINE



### Welcome and Introductions

- Introduction to the workshop, trainers, and participants
- Description of goals



### Mediation Theory

- Conflict theory: lecture and discussion
- Essential skills used by mediators: practice
- Different types of mediation styles: exploration



### Mediation Process

- NCRC's six-stage mediation process: demonstration, discussion, practice



### Communication and Mediation Management Skills

- Essential communication skills: discussion, practice
  - Listening
  - Asking questions
  - Understanding conflict resolution styles
  - Managing bias
  - Private sessions: special considerations
- How to lead a brainstorming session
- How to write effective agreements
- Ethical considerations



### Closing

- What's next: resources, discussion
- Course evaluation

## Ready to get started?

To schedule a workshop or for more information, contact:  
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