

Community Mediation Skills Training
Syracuse University PPA 600 Syllabus

Thursdays: March 29, 2007 – April 26, 2007
9:30 – 12:30 am

Course Objectives: The students will gain an understanding of the core techniques and operating principals of facilitative mediation.

March 29, 2007

Introduction to Mediation Skills Training	Agenda, Manuals
Understanding Conflict	Definitions (p. 3 – 4)
Neutral Facilitation	Agency Model (p. 29 -30) (Problem Solving, p.5)
The Mediation Process	
The Structure and Stages	The Stages, Setting (p.38 – 43)
The Opening Statement	Check Lists (p.44)
The Dynamics of Conflict	Styles (p. 6, 7-9)

April 5, 2007

Third Party Interventions	Spectrum (p.10)
Traditions & Models of Mediation	Traditions (p. 11-23) (p. 24 – 27)
Core Competencies	Skill Areas (p.30,45,55)
Core Characteristics	The boundaries of the Process. (p. 28)
DEMONSTRATION	
Conflict Assessment	The Elements (p. 35 – 37)

External
Internal

Relationships/Issues
Perceptions, Assumptions,
Values, Feelings.

April 12, 2007

Conflict Assessment: (Cont.)

Case Types:
Custody/visitation
Parent/Child

The Mediation Process: (Cont.)

Information Gathering
Moving to Agreement

Questions/Interviewing
(p.56)

Mediation Experiences

Demo's and War Stories

Communications Skills

Equation

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Barriers

Barriers
(p.45 – 48, 49 – 51)

Listening Skills

Reflective Listening
(p. 53)

Moving To Agreement

Approaches (p. 56. 58)

Agreement Writing

(p. 61 – 66)

Closing the Session

April 26, 2007

Special Issues

Empowerment, Caucus
Challenges, Surprises,
(Domestic Violence &
Substance Abuse)

Ethical Issues & Confidentiality