



**32-Hour Online Basic Mediation Training
Fall 2022 Syllabus**

Course Description

This 32-hour Basic Mediation Training, delivered in accordance with the California Dispute Resolution Programs Act, will feature a combination of both synchronous and asynchronous learning.

Synchronous Sessions: Live Zoom sessions where everyone logs in at the same time.

Asynchronous Work: Homework on Google Classroom to be completed prior to synchronous sessions.

This is a two-week intensive course and requires participants complete 1 to 2 hours of homework between synchronous Zoom sessions. Approximately 2.5 hours of prework must be completed before the first Zoom meeting. Participants are required to have their cameras on during the live zoom sessions. Zoom links for the live sessions as well as a link to the Google Classroom will be sent to participants approximately one week prior to the first Zoom session.

Please review the schedule on this syllabus to ensure you have adequate availability for the time commitment this training requires. If you will not be able to fully commit to this training, we encourage you to review our website for future dates when this training will be offered.

Participants who fully complete all the homework assignments and participate in all the zoom sessions will receive a certificate of completion. This training exceeds the requirements of the Dispute Resolution Programs Act (DRPA). Successful completion qualifies the new mediator to participate in DRPA mediation programs across the state of California.

Objectives

At the conclusion of this training, participants will be able to...



- Determine the history, policies, and procedures of California's Dispute Resolution Programs Act
- Analyze the characteristics related to their own and others' conflict styles, positions, and interests
- Prepare and carry out all stages of the mediation process, including opening statements, identifying issues, creating an agenda, negotiating, problem-solving techniques, and writing agreements
- Decrease intense emotions during a conflict or mediation session
- Paraphrase, clarify, question, and incorporate the interests of parties in mediation
- Display neutrality and impartiality as a third-party participant in conflicts

Schedule

Monday 10/17-10/24	<p><i>Pre-work on Google Classroom</i></p> <ul style="list-style-type: none"> • ADR, DRPA, & Mediation Qualities, The Mediation Process and Demonstration, Before the Mediation, Intake and Opening Statement (about 2.5 hours)
Tuesday 10/25	<p>Live Session on Zoom from 6pm-9pm (PST)</p> <ul style="list-style-type: none"> • Introductions, Stage One, Practice Intake, Practice Opening Statement
Wednesday 10/26	<p><i>Homework on Google Classroom</i></p> <ul style="list-style-type: none"> • Understanding Conflict, Stage Two, Listening to Perspectives, Laundering Language (about 1 hour)
Thursday 10/27	<p>Live Session on Zoom from 6pm-9pm (PST)</p> <ul style="list-style-type: none"> • Conflict Styles, Stage Two, Reflective Listening, Layers of Listening, Laundering Language Activity
Friday 10/28	<p><i>Homework on Google Classroom</i></p> <ul style="list-style-type: none"> • Stage Three: The Process – Tips & Techniques, Bias in Mediation, Roleplay Review (about 1.5 hours)
Saturday 10/29	<p>Live Session on Zoom from 9am-4pm (PST)</p> <ul style="list-style-type: none"> • Stage Three, Clarify and Define, Art of Asking Questions, Positions v Interests, Bias in Mediation, Emotions in Mediation, Roleplay Review
Sunday 10/30-10/31	<p><i>Homework on Google Classroom</i></p> <ul style="list-style-type: none"> • Stage Four: The Process – Tips & Techniques, Readings on Power Imbalances and Focusing on Interests (about 1.25 hours)
Tuesday 11/1	<p>Live Session on Zoom from 6pm-9pm (PST)</p> <ul style="list-style-type: none"> • Stage Four, Transitions, Impasse, BATNA/WATNA, Power Imbalances, Giving Solutions
Wednesday 11/2	<p><i>Homework on Google Classroom</i></p> <ul style="list-style-type: none"> • Ethics: Standards of Conduct, Co-Mediation, Roleplay Review (about 30 minutes)
Thursday 11/3	<p>Live Session on Zoom from 6pm-9pm (PST)</p> <ul style="list-style-type: none"> • Two Roleplays

Friday 11/4	<p><i>Homework on Google Classroom</i></p> <ul style="list-style-type: none"> • Stage Five – Part One: Writing Agreements, Stage Five – Part Two: Closing, Written Agreement Examples, Practice Writing Agreements, Roleplay Review (about 1.5 hours)
Saturday 11/5	<p>Live Session on Zoom from 9am-4pm (PST)</p> <ul style="list-style-type: none"> • Mediator Panel, SMART Agreements, Writing Stipulations, Two Roleplays, Takeaways

Instructors

	<p>Marco Antonio Ortega (he/él) is the Director of the Dispute Resolution Program at OC Human Relations. He is an active practitioner of facilitative mediation, restorative justice, and transformative justice. He has helped people navigate situations of harm and conflict in schools, courts, organizations, and communities throughout Orange County in both Spanish and English. He has also developed and delivered numerous trainings and workshops on a variety of human relations topics including toxic masculinity, immigration, and mass incarceration. He has a Bachelor’s in Criminology, Law and Society with a minor in Conflict Resolution from the University of California Irvine and a Master’s in Negotiation, Conflict Resolution, and Peacebuilding from California State University, Dominguez Hills.</p>
	<p>Madeline Wall (she/her) is a Conflict Resolution Specialist at OC Human Relations. She serves as the case coordinator for the Family Mediation Program and oversees mediations at the Lamoreaux Justice Center as well as community cases involving family or divorce issues. Madeline practices a facilitative style of mediation and has extensive experience mediating at both Orange County and Los Angeles County courts. She has previously worked as the program director for Kids Managing Conflict and as a Days of Dialogue facilitator with the Institute for Nonviolence in Los Angeles. She has a Bachelor’s in Communication Studies with a minor in Theatre Arts from California State University, Long Beach and a Master’s in Dispute Resolution from the University of Southern California.</p>

Email madeline@ochumanrelations.org with any questions.