Day-1

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<tr>
<th>TIME</th>
<th>SESSIONS</th>
<th>STUDY TOPIC</th>
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</table>
| **TIME:** 9.30 AM TO 11.00 AM | SESSION-I | **A. Ground Rules**  
B. **Learning & Training**  
   1. Learning  
   2. Principles of Learning  
   3. adult Learning  
   4. Training  
   5. Mediation Training |
| **TIME:** 11.15 AM TO 1.15.00 PM | SESSION-II | **C. Conflict Management and Resolution**  
   1. Perception  
   2. Conflict: Definition, Causes  
   3. Management & Resolution  

**ROLE PLAY-1**  
(Savitri V Lokesh Chander)

| TIME                  | SESSION-III | ADR: Relevance with special reference to section 89, Code Civil Procedure, 1908: Types of ADR  
Mediation: Definition Components  
   Difference between mediation and judicial process  
   Difference between Mediation and Arbitration  
   Difference between Mediation and Lok Adalat  
   Difference between Mediation and Conciliation  
   Difference between Mediation and Panchayat  
   Benefits of Mediation  
   Role of Mediators |
|-------------------------|-------------|-----------------------------------------------------------------------------|
| **TIME:** 1.45 PM TO 3.15.00 PM | SESSION-IV | **MEDIATION: PROCESS**  
   A. INTRODUCTION  
   B. JOINT SESSION  

**ROLE PLAY-II**  
(Robbert V Arun)  
(a. Settlement  
   b. Non-Settlement) |
| **TIME:** 3.30 PM TO 5.00 PM | SESSION-V   | C. CAUCUS  
D. CLOSING |
| **TIME:** 5.00 PM TO 6.00 PM |             | a. Settlement  
   b. Non-Settlement |
**Day-2**

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| TIME: 9.30 AM TO 11.00 AM | SESSION-I | A. Role of Lawyers  
B. Mediation and Conciliation Rules |
| TIME: 11.15 AM TO 6.00 PM | SESSION-II | A. **COMMUNICATION**  
1. Definition and Process  
2. Effective and Ineffective Communication, Bene  
3. Types of Communication  
4. Modes of Communication  
   a) Verbal communication  
   b) Non-Verbal Communication  
5. Communication in Mediation  
   ROLE PLAY-III  
   (Meena V Sudhir)  
B. **Communication Skills**  
1. Active Listening  
   a) Paraphrasing  
   b) Summarizing  
   c) Neutral reframing  
   d) Setting an agenda  
2. Body Language  
3. Questions  
4. Empathy with neutrality  
   ROLE PLAY-IV  
   (Anita V Suresh) |

Lunch Break: 1.15PM to 1.45 PM  
Tea Break: i) 11.00AM to 11.15 PM  
ii) 3.15 PM to 3.30 PM
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<td>TIME: 9.30 AM TO 3.00 PM</td>
<td>SESSION-I</td>
<td>BARGAININGS</td>
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<td>A. Positional</td>
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<td>NEGOTIATION:</td>
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<td>a) Definition</td>
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<td>b) Negotiation Styles</td>
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<td>c) Negotiation Skills</td>
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<td>d) Barriers to Negotiations</td>
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<td>a. Strategic</td>
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<td>d. Reactive Devaluation</td>
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<td>e) Effective and ineffective Negotiator</td>
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<td>f) Role of Mediator in negotiation</td>
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<td>ROLE PLAY-V</td>
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<td>(Ram V Sunil)</td>
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<td>TIME: 3.00 PM TO 6.00 PM</td>
<td>SESSION-II</td>
<td>IMPASSE: Understanding and Management</td>
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<td>A. DEFINITION</td>
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<td>B. CAUSES</td>
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<td>i. Emotional</td>
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<td>iii. Procedural</td>
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Lunch Break: 1.15PM to 1.45 PM  
Tea Break: i) 11.00AM to 11.15 PM  
i) 3.15 PM to 3.30 PM
**Day-4**

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| TIME: 9.30 AM TO 11.00 AM | SESSION-I | C. **STAGES OF IMPASSE AND MEDIATOR’S REMARKS**  
D. **MANAGEMENT AND STRATEGIES**  
1. Assessment strategies  
a. Real Testing  
b. Role Reversal  
2. Options Generation Strategies  
a. Lateral thinking  
b. Brainstorming  
3. Re-directing Mediation process  
4. Use of external resources  
5. Reshape physical control of Mediation process  
6. Social Skills  
7. Last resorts  
**E. False impasse & Impasse avoidance** |
| TIME: 11.15 AM TO 6.00 PM | SESSION-II | ROLE PLAY-VI  
(Ram Lal V Management of Rolling Shutter Comp.)  
**Role and responsibilities of a Referral Judge U/s. 89 Procedure, 1908.**  
**PROFESSIONAL ETHICS**  
A. Ethical principles for a mediator:  
i. Self - determination  
ii. Impartiality  
iii. Conflict of Interest  
iv. Competences  
v. Confidentiality  
vi. Quality of the process  
vii. Termination of mediation  
viii. Recording settlement  
ix. Publicity and Advertising  
x. Fees  
xi. Legal Advice  
{xii. Duties to third parties  
Lunch Break: 1.30 PM to 2.00 PM  
Tea Break: i) 11.00AM to 11.15 PM  
   ii) 3.15 PM to 3.30 PM
## Day-5

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| **TIME:** 10.00 AM TO 4.00 PM | SESSION-I | ROLE PLAY-VII  
Mohan Vs Soft Drink |

B. Ethical Principal for Judicial Mediators  
C. Ethical Principal for Advocate Mediators

**DOCUMENTARY**

**INTERACTIVE SESSION/ CONCLUDING REMARKS**