

## Day 1

### **MORNING:**

- 08h30:** Join Zoom and registration
- 08h45 Welcome to MiM mediation course and introductions
- 09h15 Achieving just outcomes in medical malpractice matters – Litigation; arbitration and mediation
- 11h00 Tea**
- 11h15 Mediation explained  
Essential features and stages of mediation

**13h00 Lunch**

### **AFTERNOON:**

- 13h45 Opening demonstration and training session – The Surgeon and the Sister
- 15h15 Tea**
- 15h30 Fish bowl – The Surgeon and the Sister
- 16h45 Feedback – The Surgeon and the Sister
- 17h00 Talk by Expert / Mediation Exercise  
(Expert changes depending on availability)
- 18h00 End of day 1 – Delegates to prepare for day two in their own time**

## Day 2

### **MORNING:**

08h00 Join Zoom and registration

08h15 Negotiation Skills and its implementation in mediation

**11h00 Tea**

11h15 Mediation fish bowl

**13h00 Lunch time**

### **AFTERNOON:**

13h30 Mediation fish bowl

**15h00 Tea**

15h15 Mediation video

17h00 Talk by Expert / Mediation Exercise  
(Expert changes depending on availability)

**18h00 time** **End of Day 2 – Delegates to prepare for day three in their own**

## Day 3

During day 3 the delegates will receive extensive peer feedback and coaching. You will have one and half-hours to demonstrate your skills.

### **MORNING:**

- 08h00            Join Zoom and registration
- 08h45            Preparation for mediation – **Back 2 Back**
- 09h00            Mock mediation - in groups - **Back 2 Back**
- 10h30            Coaching and feedback
- 11h00            Tea**
- 11h15            Preparation for mediation – **Tragedy at State Hospital**
- 11h30            Mock mediation - in groups - **Tragedy at State Hospital**
- 13h00            Coaching and feedback
- 13h30            Lunch time**

### **AFTERNOON:**

- 14h00            Preparation for mediation – **Expensive Practice**
- 14h15            Mock mediation - in groups - **Expensive Practice**
- 15h45            Coaching and feedback
- 16h15            Tea**
- 16h30            Mediation Feedback
- 17h00            Talk by Expert / Mediation Exercise  
(Expert changes depending on availability)
- 18h00            End of day 3 – Delegates to prepare for day four in their own  
time**

## Day 4

During day 4 the delegates will receive extensive peer feedback and coaching. You will have one and half-hours to demonstrate your skills.

### MORNING:

08h00 Join Zoom and registration

08h45 Preparation for mediation – **Bruised arm**  
09h00 Mock mediation - in groups - **Bruised arm**

10h30 Coaching and feedback

**11h00 Tea**

11h15 Preparation for mediation – **Hospital and the Paediatrician**  
11h30 Mock mediation - in groups - **Hospital and the Paediatrician**

13h00 Coaching and feedback

**13h30 Lunchtime**

### AFTERNOON:

14h00 Preparation for mediation – **Tragic Loss**  
14h15 Mock mediation - in groups – **Tragic loss**

15h45 Coaching and feedback

**16h15 Tea**

16h30 Mediation Feedback

17h00 Talk by Expert / Mediation Exercise  
(Expert changes depending on availability)

**18h00 End of day – Delegates to prepare for day five in their own time**

## Day 5

On the final day delegates will be expecting to keep to a tight schedule to ensure everyone has a fair assessment. Parties are expected know their roles extremely well and afford the mediator the opportunity to demonstrate his/her newly acquired skills. Please be in your rooms and ready to start 5 minutes before every assessment is scheduled to begin!

### **MORNING:**

- 07h45          Join Zoom and registration
- 08h00          Day Ahead
- 08h30          Preparation in rooms  
08h45          Mediation assessment - **Minor Building Dispute**
- 10h15          Tea**
- 10h30          Preparation in rooms  
10h45          Mediation assessment - **Nightmare Birth**
- 12h15          Preparation in rooms  
12h30          Mediation assessment – **Hysterectomy Gone Wrong**

### **AFTERNOON:**

- 14h00          Lunch time**
- 14h30          Wrap up
- 16h00          Delegates are required to be present  
until 16h00 before login off**