

## Day 1

### **MORNING:**

- 08h30:** Registration
- 08h45 Welcome to UCT/MiM mediation course  
Daniel Nelson introductions
- 09h15 Alan Nelson – Understanding and dealing with conflict

**11h00 Tea**

- 11h15 Mediation and mediator skills explained  
Essential features and stages of mediation

**13h00 Lunch**

### **AFTERNOON:**

- 13h45 Opening demonstration and training session – Mediation Fish Bowl

**15h15 Tea**

- 15h30 Mediation Fish Bowl
- 16h45 Mediation Fish Bowl
- 17h30 Break
- 19h00 Talk by Expert / Mediation Exercise  
(Expert changes depending on availability)  
Preparation for Day 2

**21h30 End of day 1**

## Day 2

### **MORNING:**

08h00 Registration

08h15 Daniel Nelson - 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 and feedback

17:30 Break

19h00 Talk by Expert / Mediation Exercise  
(Expert changes depending on availability)  
Preparation for Day 3

**21h30 End of Day 2**

## Day 3

During day 3 the delegates will receive extensive feedback and coaching.

### **MORNING:**

08h00 Join Zoom - Day ahead

08h30 Preparation for mediation

08h40 Mock mediation – **Burning bricks** Mediator A

09h40 Mock mediation – **Burning bricks** Mediator B

10h30 Coaching and feedback

### **11h00 Tea**

11h10 Preparation for mediation

11h20 Mock mediation – **Flameville and the Incinerator** Mediator A

12h20 Mock mediation – **Flameville and the Incinerator** Mediator B

13h10 Coaching and feedback

### **13h40 Lunch time**

### **AFTERNOON:**

14h10 Preparation for mediation

14h20 Mock mediation – **Surgeon and the Sister** Mediator A

15h20 Mock mediation – **Surgeon and the Sister** Mediator B

16h10 Coaching and feedback

### **16h40 Tea**

16h50 Mediation Feedback

17h30 Break

19h00 Talk by Expert –  
(Expert changes depending on availability)  
Preparation for Day 3

### **21h30 End of day 3**

## Day 4

During day 4 the delegates will receive extensive feedback and coaching.

### **MORNING:**

08h00      Join Zoom - Day ahead  
08h30      Preparation for mediation  
08h40      Mock mediation – **Estate agent** Mediator A  
09h40      Mock mediation – **Estate agent** Mediator B  
10h30      Coaching and feedback

### **11h00      Tea**

11h10      Preparation for mediation  
11h20      Mock mediation – **Redekawel** Mediator A  
12h20      Mock mediation – **Redekawel** Mediator B  
13h10      Coaching and feedback

### **13h40      Lunch time**

### **AFTERNOON:**

14h10      Preparation for mediation  
14h20      Mock mediation – **Tragic Loss of baby** Mediator A  
15h20      Mock mediation – **Tragic Loss of baby** Mediator B  
16h10      Coaching and feedback

### **16h40      Tea**

16h50      Mediation Feedback  
17h30      Break  
19h00      Talk by Expert:  
(Expert changes depending on availability)  
Preparation for Day

### **21h30      End of day 4**

## 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 - **Maternoster**

**10h15 Tea**

10h30 Preparation in rooms

10h45 Mediation assessment - **Battle of Dianne**

12h15 Preparation in rooms

12h30 Mediation assessment – **Dripstand**

### AFTERNOON:

**14h00 Lunch time**

14h30 Wrap up

**16h00 Delegates are required to be present until 16h00 before login off**