

**Civil/Commercial
Online and Hybrid
Mediation Training
Programme**



ADR ODR international prides itself in being one of the first dispute resolution organisations to bridge the gap between traditional face-to-face alternative dispute resolution (ADR) and the emerging digital world of online dispute resolution (ODR).

“An ounce of mediation is worth a pound of arbitration and a ton of litigation!”

– Joseph Grynbaum

Civil/Commercial Online Mediation Training

This programme provides delegates with a minimum of 40 hours training to become a Civil/Commercial Mediator. The programme is taught by global experts that have decades of experience. Completion of the programme results in full accreditation as a Civil/Commercial Mediator meeting international standards in mediation.

Excellence guaranteed

Successful completion of this programme will allow you to gain the status of ‘ADR ODR International Accredited Civil/Commercial Mediator’. Our course is recognised by Civil Mediation Council (CMC) in the UK; it is internationally recognised and certified by International Mediation Institute (IMI) and accredited by the Singapore International Mediation Institute (SIMI). This gives your qualification an internationally recognised kite mark of excellence, which means that our graduates obtain a prestigious qualification and have greater opportunities to begin their mediation practice in multiple jurisdictions across the world.

Why train with us on the online course?

ADR ODR International can offer you access to a wealth of ADR (Alternative Dispute Resolution) and ODR (Online Dispute Resolution) experts who have over 35 years of experience from over 35 countries. This expertise and experience alongside ADR ODR International’s thought leadership and commitment to ODR, allows us to produce the best possible online mediation course for aspiring Civil/Commercial Mediators.

Most importantly, we are proud to be able to deliver all of our newly designed trainings online. We are very fortunate to have been a leader in ADR - online teaching space and have invested heavily in online teaching tools to ensure that we can continue to deliver high quality training.

In 2019 we have invested in two Moodle platforms (e-learning platforms) so that our delegates can get a seamless hybrid learning experience. These e-learning platforms reflect the same design and accessibility that modern universities and centres of higher learning. In 2020 our dedicated team of experts have devoted a great deal of thought and time to develop additional resources and tools and have tested the technology to ensure that our online offerings are of the same quality as the in-person trainings that we offer.

Unlike general teaching online, which can be 1 hour to 3 hours, ADR ODR International courses are normally 6 days and 6-8 hours per day. Our International Faculty will be present online on 1:9 trainee to students ratio.

Our live video training takes place on Zoom. We provide each of our excellent trainers with a Zoom pro account, which allows them to create breakout rooms that they supervise by the same ratio of trainer to students. In addition, we have added extra reading and video content to the e-learning platforms to support your learning.

In addition to the synchronous-asynchronous teaching, role-play and feedback times, we also allow a space for break times, so delegates can continue to have private time to get to know each other over a virtual coffee. We have held a number of these courses, with delegates from over 15 countries over 8 time zones and the feedback has been extremely positive.

How does the course work?

Post-training professional development

ADR ODR International is passionate about conflict resolution and we firmly believe that each and every graduate of our course should be provided with every opportunity to develop their skills and become peacemakers following successful completion of their mediation training with us.

At ADR ODR International we believe that delegates learn best by practicing mediation skills. This is why all of our mediation programmes are skill-based and focused on practical learning. During your Civil/Commercial Online Mediation training over 70% of your time will be spent in role-play scenarios with tutor-observed sessions. The programme is presented by highly experienced international tutors and mediation practitioners who give comprehensive feedback and guidance throughout.

The course creates a rich and stimulating environment with plenty of opportunities to interact with the course trainers and fellow delegates. Case study mediation exercises, group discussions and debriefing sessions enable you to practice the skills you have learned.

Tutors are available to you throughout the programme to discuss any aspect of the course including practical difficulties. ADR ODR International brings together leading knowledge in the field of Civil/Commercial Mediation training to ensure that each delegate understands the context and application of the core skills needed to become an excellent mediator.

Course Materials

In advance of the course you will receive access to your e-learning platform on which you will be able to find all relevant pre-course reading materials, including the course manual, which is a concise introduction to mediation and is designed to assist your learning throughout the course and get you ready to practice as a Civil/ Commercial Mediator.

On day three of the course you will be able to download the course slides and you will receive a variety of role plays to deal with during the course.

Should I attend?

The Civil/Commercial Online Mediation Skills Course is designed for those individuals who have a desire to mediate within the Civil/Commercial arena. We have separate courses for those with an interest in Family and Workplace disputes.

Course objectives

The course aims to help you to:

- Welcome and Introduction
- Historical overview of ADR and the modern ADR movement
- Theory of conflict
- Mediators Code of Conduct
- Introduction to the 5 stages of mediation
- Practice opening statements

How is the online course structured?

The online course will take place over 7 days. The outline is as follows:

Day 1 (online):

- Welcome and Introduction
 - Historical overview of ADR and the modern ADR movement
 - Theory of conflict
 - Mediators Code of Conduct
 - Introduction to the five stages of mediation
 - Practice opening statements
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Day 2 (online):

- Mediation skills
 - Communication Skills
 - Getting to Yes
 - Role-play 1, 2 and 3 (opening a mediation and exploring the issues)
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Day 3 (online):

- Psychology of conflict
 - Negotiation
 - Role-plays 1, 2, and 3 (stages 3, 4 and 5 of a mediation)
 - Closing a mediation
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Day 4 (online):

- Mock assessments
 - Role-plays 4 - 6 with debriefs
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Day 5 (online):

- Cross-cultural issues in mediation
 - 1 Assessment role-play (90 minutes each)
 - Hand-out or email for written course work
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Day 6 (online):

- Online Assessments
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Day 7 (in-person & voluntary):

- One-day in-person Master Class for CMC & IMI Accreditation

Assessments

The Civil/Commercial Online Mediation Programme is assessed via a 90-minute role-play. This will be recorded on Zoom and sent to an independent assessor.

There is also a written coursework requirement that allows tutors to assess your understanding of mediation from a more academic lens.

How is the hybrid course structured?

The course will take place over 6 days. The first three days will be held online via Zoom and the final three days will be held in-person.

The outline is as follows:

Day 1 (*online*):

- Welcome and Introduction
 - Historical overview of ADR and the modern ADR movement
 - Theory of conflict
 - Mediators Code of Conduct
 - Introduction to the five stages of mediation
 - Practice opening statements
-

Day 2 (*online*):

- Mediation skills
 - Communication Skills
 - Getting to Yes
 - Role-play 1, 2 and 3 (opening a mediation and exploring the issues)
-

Day 3 (*online*):

- Psychology of conflict
 - Negotiation
 - Role-plays 1, 2, and 3 (stages 3, 4 and 5 of a mediation)
 - Closing a mediation
-

Day 4 (*in-person*):

- Mock assessments
 - Role-plays 4 - 6 with debriefs
-

Day 5 (*in-person*):

- Cross-cultural issues in mediation
 - 1 Assessment role-play (90 minutes each)
 - Hand-out or email for written course work
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Day 6 (*in-person*):

- One-day in-person Master Class for CMC & IMI Accreditation

Assessments

The Civil/Commercial Hybrid Mediation Programme is assessed via a 90-minute role-play. This will be recorded by each delegate on their iPad or Laptop and sent to an independent assessor.

There is also a written coursework requirement that allows tutors to assess your understanding of mediation from a more academic lens.

What you need to know about the Civil/Commercial Online & Hybrid Mediation Training

“In the middle of difficulty lies opportunity!”

– Albert Einstein

Certificate

Upon successful completion of the course once your results have been released, the e-learning platform will automatically generate a copy of your digital certificate for you.

Please note that the initial certificate will only include the SIMI accreditation/ logo on it due to the reasons explained in the paragraph below (this only applies to the online course).

Important to Note

Although, SIMI happily recognise and accredited our online courses, the CMC and IMI require that delegates top-up the online training with an in-person one assessment day.

These sessions are available in the countries where we currently operate and are included in the course fee.

Once you complete the top-up in-person assessment day your e-certificate will be eligible for an upgrade with the CMC and IMI logos.

If you complete the hybrid training, you do not have to complete an extra in-person assessment day.

CMC Accreditation

Once you have completed the full Civil/Commercial Mediation Training and the one day top-up Master Class in-person (if you completed the online training), you will have the option to apply for the CMC membership as an individual who is a panel member of a registered mediation provider.

Please note that in order to become a member of CMC's panel a separate annual fee for the same applies, which has to be paid directly to CMC.

SIMI Accreditation

ADR ODR International Civil/Commercial Mediation Course is a SIMI registered training programme (RTP). Thus, following your successful completion of the full Civil/Commercial Online Mediation Training you are automatically eligible to become SIMI Level 1 Accredited Mediator.

Please note that the automatic status is only applicable for 2 years from the date of completion of your course and in order to claim the status you are required to e-mail our team at info@adrodrinternational.com with your interest to do the same upon which the team will check whether you are still within the 2 year period and if so, we will forward your application to SIMI for further approval. Once your application is approved you will be asked to join SIMI's panel membership and pay the fee of the same to them directly before appearing as SIMI Level 1 Accredited Mediator on their website.

Enrolling on the course

To book a place on our courses,
please visit www.adrodrinternational.com

Contact:

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