MEDIATION DYNAMICS
Mark W. Batchelder, J.D.—Owner/Principal Instructor  817-926-5555
4424 Longmeadow Way, Fort Worth, Texas 76133
www.MediationDynamics.com
Email@MediationDynamics.com

MEDIATION DYNAMICS 40-hour Basic Mediation Training

INSTRUCTORS:
Mark W. Batchelder, J.D.,  Ben Adkins,  Bob Good, M.S., M.A.,
Gary Don Parish, J.D.,  Don R. Kelly, Ph.D, L.M.S.W.

COURSE DESCRIPTION:
The MEDIATION DYNAMICS 40-hour Basic Mediation Training is an Alternative Dispute Resolution course that provides participants with a thorough understanding of the principles, procedures, and practical techniques of dispute resolution through mediation.

The MEDIATION DYNAMICS 40-hour Basic Mediation Training provides “40 hours of classroom training in mediation techniques” as specified by Texas law (Texas Civil Practice and Remedies Code, Section 154.052). Following completion of the course, each course participant will be qualified as a court-appointed mediator able to perform mediation of all types of disputes (except that Texas law calls for additional training for mediation of disputes relating to the parent-child relationship—as frequently seen in divorce and post-divorce cases). The design standards of this course are also appropriate to comply with the mediation requirements of many other states. This course is designed to satisfy the standards of the Texas Mediation Trainers Roundtable (and also the Texas Mediator Credentialing Association) for a 40-hour basic mediation course.

This course is designed for and targeted to attorneys. Also, non-attorney professionals from many different disciplines have used this level of training to become qualified mediators who conduct formal mediation sessions. Participants have also used the dispute resolution techniques learned in this training to deal with many kinds of common workplace interactions and dispute situations.

This course has been approved for Minimum Continuing Legal Education credit by the State Bar of Texas Committee on MCLE in the amount of 40 credit hours, of which 3 credit hours will apply to legal ethics/professional responsibility credit.

COLLABORATIVE EMPHASIS:
This course emphasizes the skills needed to facilitate agreement among emotional people who are meeting together in the same room. Participants learn to perform this more difficult “collaborative” or “facilitative” style in addition to the more structured “caucus only” model (in which the disputants are in separate rooms). Qualified mediators should be familiar with and capable of performing different styles of mediation. This course is very well suited to collaborative lawyers, collaborative professionals, human resource managers, supervisors, customer service specialists, and other professionals who need to help resolve confrontations between emotional and potentially hostile people.

MEDIATION DYNAMICS has been approved as a continuing education provider for licensed social workers by the Texas State Board of Social Work Examiners.
COST: $800.00 per participant, payable in advance by cash, check, money order, PayPal, or credit card. (Meals are not included.) Financing is available through PayPal Credit after credit approval.

Late registration fee: An additional $50.00 is required if the application and payment is not received on or before 10 days prior to the starting date of each course.

NEW LOCATION: McCune Construction Services Group, LLC (not on Longmeadow Way)
5316 Woodway Drive, Fort Worth, Texas 76133 (We will also be in San Antonio in June, 2019!)

The McCune building is on the southwest side of Fort Worth near the intersection of I-20 and Trail Lake Drive. From I-20, take exit 434B. Turn to the south on Trail Lake Drive and go 0.3 miles. Turn right on Woodway Drive and go north 0.1 miles down the hill to the McCune building on the left (west side of the street). There is free parking on the street and in the small lot immediately next to the building. Please do not park in the lots next to other nearby buildings.

(Note: An alternate location in the Fort Worth/Dallas metroplex area may be used depending on the number of participants in the course and other changing circumstances.)

COURSE POLICIES: An applicant who misses the entire course for any reason will receive a full refund of any advance payment collected for that course from that applicant. A course participant who misses a portion of the course will not receive a refund, but will be permitted to make up the missed portion free of additional charge by attending that portion when the course is offered in the future. Other options to make up missed portions of the course may be provided by the instructors for an additional charge—usually $50 per classroom hour.

This course requires a minimum number of paying participants to register for the course. In case of a weather or health emergency which reasonably prevents MEDIATION DYNAMICS from conducting the training on any of the above dates, the dates for the training will be rescheduled. MEDIATION DYNAMICS reserves the right to cancel a course for any reason. If a course is canceled by MEDIATION DYNAMICS, then any advance payment collected for that course will be fully refunded.

TEXT: Basic Mediation Training Manual—provided by the instructors.

METHODS OF EVALUATION: Course participants will be asked to complete the questionnaire called COURSE CRITIQUE. MEDIATION DYNAMICS uses this information to improve the course. Instructors will also prepare a PARTICIPANT EVALUATION of the demonstrated ability of a course participant in the practice mediation sessions if requested.

CERTIFICATE: After the course is paid for and completed, MEDIATION DYNAMICS will provide a certificate for each participant describing the nature of the training and indicating that the participant is qualified as a court-appointed mediator able to perform mediation of all types of disputes (except disputes relating to the parent-child relationship). There is no “certified mediator” designation in Texas—no Texas state agency certifies or licenses mediators.

(5-2-2019)
MEDIATION DYNAMICS 40-hour Basic Mediation Training
2019 SCHEDULE OF PRESENTATIONS
(each presentation of the course takes six days over two weekends)

Day 1: 5:45 p.m. to 9:10 p.m., Friday, August 23, 2019
Day 2: 8:00 a.m. to 5:30 p.m., Saturday, August 24, 2019
Day 3: 8:00 a.m. to 5:30 p.m., Sunday, August 25, 2019
Day 4: 6:00 p.m. to 9:10 p.m., Friday, August 30, 2019
Day 5: 8:00 a.m. to 5:30 p.m., Saturday, August 31, 2019
Day 6: 8:00 a.m. to 5:45 p.m., Sunday, September 1, 2019

Day 1: 5:45 p.m. to 9:10 p.m., Friday, October 11, 2019
Day 2: 8:00 a.m. to 5:30 p.m., Saturday, October 12, 2019
Day 3: 8:00 a.m. to 5:30 p.m., Sunday, October 13, 2019
Day 4: 6:00 p.m. to 9:10 p.m., Friday, October 18, 2019
Day 5: 8:00 a.m. to 5:30 p.m., Saturday, October 19, 2019
Day 6: 8:00 a.m. to 5:45 p.m., Sunday, October 20, 2019

In addition, MEDIATION DYNAMICS Presents
A SPECIAL June 2019 Schedule for a
40-hour Basic Mediation Training in San Antonio!

Day 1: 5:45 p.m. to 9:10 p.m., Friday, June 21, 2019
Day 2: 8:00 a.m. to 5:30 p.m., Saturday, June 22, 2019
Day 3: 8:00 a.m. to 5:30 p.m., Sunday, June 23, 2019
Day 4: 6:00 p.m. to 9:10 p.m., Friday, June 28, 2019
Day 5: 8:00 a.m. to 5:30 p.m., Saturday, June 29, 2019
Day 6: 8:00 a.m. to 5:45 p.m., Sunday, June 30, 2019

LOCATION OF SPECIAL June 2019 COURSE
Law Offices of Farrimond, Castillo & Bresnahan, P.C.
130 East Travis, Suite 350
San Antonio, Texas 78205

The law office is in the International Bank of Commerce building in the heart of San
Antonio on the river walk a few blocks from the Alamo. Parking is free on the streets
on Sundays.

(5-18-2019)
### Lectures

<table>
<thead>
<tr>
<th>Topic</th>
<th>Duration</th>
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<tbody>
<tr>
<td>Overview of Conflict, ADR Statutes, and Mediation</td>
<td>60 minutes</td>
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<tr>
<td>The Mediation Process, Curiosity Mindset</td>
<td>60 minutes</td>
</tr>
<tr>
<td>Conducting the Mediation (with 10 minute video and 20 minute video)</td>
<td>60 minutes</td>
</tr>
<tr>
<td>Stage I: Opening</td>
<td>60 minutes</td>
</tr>
<tr>
<td>Stage II: Emotional Ventilation—Information Gathering</td>
<td>60 minutes</td>
</tr>
<tr>
<td>Stage III: Clarification of Issues—Conciliatory Gestures</td>
<td>60 minutes</td>
</tr>
<tr>
<td>Stage IV: Negotiation and Generating Options (with 10 minute video)</td>
<td>60 minutes</td>
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<tr>
<td>Maintaining Impartiality: Cultural Sensitivity and Mediating Across Cultures</td>
<td>60 minutes</td>
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<tr>
<td>Stage V: Agreement and Closure</td>
<td>60 minutes</td>
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<tr>
<td>Neutral Communication Skills (with 30 minute video)</td>
<td>60 minutes</td>
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<tr>
<td>Legal Procedures and Terminology—Personal Injury and Other Case Types</td>
<td>60 minutes</td>
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<tr>
<td>Dealing with Impasse and Use of the Caucus</td>
<td>60 minutes</td>
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<tr>
<td>Mediation Tactics and Complex Situations (with 45 minute video)</td>
<td>60 minutes</td>
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<tr>
<td>Issues in Mediation Practice and Dispute Resolution Systems</td>
<td>60 minutes</td>
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<tr>
<td>Administrative Rules and Procedures for Mediation</td>
<td>60 minutes</td>
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</tbody>
</table>

### Ethics Lectures

<table>
<thead>
<tr>
<th>Topic</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professionalism—The Neutral Role and Ethical Behavior of the Mediator</td>
<td>60 minutes</td>
</tr>
<tr>
<td>Ethical Rules and Guidelines for Mediators</td>
<td>60 minutes</td>
</tr>
<tr>
<td>Situations which Present Ethical Issues—Conflict of Interest, Confidentiality, Power Imbalance, etc.</td>
<td>60 minutes</td>
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| Lecture Total = 18 hours (Including 180 minutes = 3 hours Ethics)   | 1080 minutes |

### Role-Play Experiences

<table>
<thead>
<tr>
<th>Topic</th>
<th>Duration</th>
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</thead>
<tbody>
<tr>
<td>Structured Experiential Event (SEE)—Practice mediation using the role-play method of training, under the supervision of qualified mediator-instructors</td>
<td>1320 minutes</td>
</tr>
</tbody>
</table>

| Role-Play Experience Total 22 hours                                  | 1320 minutes |

| Course Total 40 hours                                                 | 2400 minutes |

(12-3-2018)
Mark W. Batchelder, J.D., is an attorney in Fort Worth, Texas, who is also a musician, a professional guitar instructor, the Executive Director of a nonprofit corporation—Community Music Connection, a member of the band—Panther City Rounders, a qualified mediator, a graduate-level mediation trainer, a former adjunct college professor, the President of the Tarrant County Association of Mediators, a licensed pilot, and a devoted husband and proud father. Mark’s legal practice areas include collaborative law, family law, adoption, incorporation, wills, trusts, and powers of attorney. He has been a qualified court-appointed mediator and a mediation trainer since 1990. He has mediated many cases involving family disputes, insurance claims, commercial disputes, probate, and other issues—and as an attorney, he has represented many clients who resolved their disputes using mediation. Mark was a founding partner of Mediation Dynamics in 2000 and is now the owner and principal instructor.

Mark has taught hundreds of professionals from all fields:

- general mediation
- family and divorce mediation
- court-annexed mediation
- business and employment mediation
- mediation internships
- peer mediation for schools

As an adjunct professor at Dallas Baptist University, Mark helped to establish, develop the curriculum for, and teach mediation courses in the Conflict Resolution Management degree program in the DBU graduate business school.

Mark is the President of the Tarrant County Association of Mediators (TCAM). Mark was also a founder, a charter member, and the first President of TCAM. Mark is a member of the Texas Mediation Trainers Roundtable. Mark has also served as the President of the board of directors of the College of Texas Mediators and a member of the board of the Texas Mediation Trainers Roundtable.

His mediation-training clients have included:

- Dispute Resolution Services of North Texas, Inc. (DRS) (Fort Worth)
- Innovative Alternatives, Inc. (Houston)
- General Motors Corporation (Arlington)
- Enserch Corporation (Lone Star Gas) (Dallas)
- Fort Worth Independent School District
- The Dispute Resolution Center for Potter and Randall Counties (Amarillo)
- Texas Christian University (Fort Worth)

The Alternative Dispute Resolution and mediation training he has completed include the following:

- 40-hour Basic Mediation Training from DRS
- 24-hour Family Mediation Training from DRS
- VictIm-Offender Mediation Training from DRS
- Personal Injury Mediation Seminar from TCAM and DRS
- Criminal Justice Mediation Training from DRS
- Family Law Seminar from TCAM and DRS
- Advanced Civil Mediation Training from DRS
- Advanced Mediation Skills Training for U.S. Postal Service Mediators (REDRESS)
- Child Protective Services Mediation Training
- 2-day Collaborative Law Training from Chip Rose
- 4-hour Family Violence Dynamics Training from Texas Council on Family Violence

Mark received his B.S. degree in Political Science (with a minor in Mathematics) from Texas Christian University in Fort Worth in 1984 and his J.D. degree from the University of Texas School of Law in Austin in 1986. (11-30-2018)
**Ben Adkins** is a mediation trainer, mediator, speaker, trainer, coach and consultant residing in Fort Worth, Texas. Ben Adkins is the Conflict Guy.

As an experienced mediator and trainer, Ben teaches others how to resolve their own conflicts as well as how to mediate differences between others. He is 1st vice-president of Tarrant County Association of Mediators and a member of Association for Conflict Resolution. Ben is known for his expertise in workplace conflict management, leadership development, and personal effectiveness. Since 1985 he has presented more than 2,800 workshops, seminars, keynotes, training classes and management retreats throughout the United States, Canada, the UK, and parts of Europe and Africa. Ben founded Ben Adkins & Associates Consulting in 1985 to provide quality training, speaking, consulting and coaching services to corporate, government and non-profit organizations as well as educational institutions and associations.

Ben's undergraduate studies were in psychology and business at the University of Houston and the University of Texas. He later served on the teaching staff of Texas Tech University Center for Professional Development, and as a workshop leader for Rockhurst University and Clemson University. Additionally, Ben is an adjunct faculty member of the National College of District Attorneys and is the recipient of the Lecturer of Merit Certificate and the prestigious Distinguished Faculty Award.

Some of Ben's clients include:

- El Paso Corporation   
- County of Los Angeles  
- American Academy of Medical Directors 
- Federal Aviation Administration  
- US Postal Service  
- DFW Federal Women's Council 
- VA Hospitals  
- New York Prosecutors Training Institute  
- Coastal Eagle Point Refinery  
- Southern Natural Gas  
- Texas-New Mexico Power Company  
- Alcon Labs  
- Harris County Hospital District 
- National Museum of Wildlife Art  
- Odessa Regional Hospital  
- California Dental Association  
- Lawrence Livermore National Lab  
- Department of Defense  
- Department of Justice  
- Department of Treasury  
- Africa Development Bank  
- Texas District and County Attorneys Association

In addition to being a trainer, consultant and keynote speaker, Ben is an experienced mediator and conflict resolution specialist. He is a certified master trainer, coach and consultant with Mediation Training Institute International, and has facilitated the resolution of dozens of workplace conflicts in government and private sector organizations. Additionally, he teaches employees how to resolve their own conflicts and helps organizations strategically manage workplace conflict.

Ben is a professional member of the National Speakers Association, North Texas Speakers Association and a member of the American Society of Training and Development. He is also the author and co-author of numerous training programs, articles and publications. Ben’s articles appear in The Physician Manager, Texas-New Mexico Power Company Communicator, NCDA Journal, and other company and association publications. He is a weekly columnist in the Fort Worth Business Press and publishes a monthly Productivity Tips e-newsletter. He contributed to Power Tools for Executives and his next book is Two Minute Tips for Increased Effectiveness.

(2-12-2013)
Bob Good, M.S., M.A., is a U.S. Army officer (retired) residing in Fort Worth, Texas. From the early 1970’s to the mid-1980’s, he was involved in negotiations in the international and government arenas. Bob was a founding partner of and a primary instructor for Mediation Dynamics from 2000-2013.

Since the late 1980’s he has:
- for 17 years (1989-2006) served as executive director of Dispute Resolution Services of North Texas, Inc., in Fort Worth, Texas, one of 17 publicly-funded mediation programs in the state;
- performed hundreds of mediations for parties in all types of litigation, for the USDA Agricultural Mediation program, USDA Region 5, the U.S. Postal Service REDRESS program, and privately mediated family and insurance cases;
- trained over 2,500 individuals in all aspects of mediation;
- formerly served as an adjunct professor in the Dallas Baptist University graduate school of business, Conflict Resolution Management program; and
- served as Mediation Clinic Supervisor for Texas Wesleyan University School of Law (Fort Worth).

His mediation-training clients have included:
- Southwest Management Corp. (Midland),
- General Services Administration (Fort Worth),
- Consumer Credit Counseling Service (Dallas),
- Enterprise Foundation (Dallas),
- Enserch Corporation (Lone Star Gas) (Dallas),
- General Motors Corporation (Arlington & Wichita Falls, TX; Shreveport, LA),
- the Texas dispute resolution centers in Amarillo, Corpus Christi, Kerrville and Paris,
- the Texas Municipal Court Training Center, and Texas Department of Mental Health Mental Retardation (both in Austin),
- Weatherford College,
- Fort Worth Independent School District, and
- Fort Worth Housing Authority.

A qualified court-appointed mediator in Texas, he is also a Practitioner Member of the Association for Conflict Resolution; a Kansas Supreme Court Approved Mediator and Mediation Trainer; a member of the Tarrant County Association of Mediators, and the Texas Mediation Trainers Roundtable. He is also a former member of the Texas Association of Mediators, the Tarrant County Bar Association, and the American Bar Association ADR Section.

He has completed over 1,000 hours of training in mediation, arbitration and conflict management, including courses conducted by the Kansas Bar Association; the State Bar of Texas; the U.S. Equal Employment Opportunity Commission (Dallas); the U.S. Postal Service REDRESS program (Fort Worth); the Center for Dispute Resolution (Boulder, CO); the Oklahoma Early Settlement Program; and the Oklahoma Supreme Court.

He holds these degrees: B.S., Journalism, Oklahoma State University; M.S., Counseling, Long Island University; M.A., Management, Webster University, St. Louis, MO.

(2-12-2013)

MEDIATION DYNAMICS 40-hour Basic Mediation Training
Don R. Kelly, Ph.D., L.C.S.W., is a Professor of Social Work, Mediator, and Certified Christian Conciliator.

Education:

Dr. Kelly earned his undergraduate degree in social work from New Mexico State University with honors and minors in philosophy and Child Advocate Studies. He graduated from the University of Texas at Arlington (UTA) in 2014 with his Masters in Social Work and Social Work Ph.D. in 2017 and received his Master of Criminal Justice degree from Tarleton State University in 2017. Dr. Kelly’s research interests include child development, domestic violence, peer mediation, restorative justice, cultural change, mental health services, and violence reduction in primary and secondary education.

Experience and Honors:

Dr. Kelly has served as President of the board of directors of Dispute Resolution Services of North Texas, Inc. in Fort Worth, Texas, was recognized as Mediator of the year and inducted into that organization’s Millennium Mediators Hall of Fame. He has served as a member of the board for the College of Texas Mediators, President of the Tarrant County Association of Mediators, and is a United States Navy veteran. In addition, Dr. Kelly currently holds memberships with the Texas Association of Mediators (TAMS), Association for Conflict Resolution (ACR), Board member with the Tarrant County Association of Mediators (TCAM), and National Association of Social Workers (NASW).

Dr. Kelly is currently an Associate Professor of Social Work at Henderson State University (HSU) in Arkadelphia, Arkansas. Prior to accepting the position at HSU, Dr. Kelly worked as an Adjunct Instructor with UTA. In the past, Dr. Kelly has worked as an on-air radio personality “Don Diego” and disc jockey for KLTY and KLUV in Dallas, Texas, and 101 Gold KVLC and KGRT in Las Cruces, New Mexico. Dr. Kelly has extensive experience as a small-business owner creating and operating businesses such as Kelco Enterprises, Inc., Threshcov, Inc., Don R. Kelly and Associates, Inc. and is currently the CEO and owner of Peacemaker Services (a mental health treatment and conflict resolution services company). Additionally, Dr. Kelly has served with Big Brothers and Big Sisters as President of the Board, President of the Farmers and Crafts Market, Deacon Chairman of his Church, and President of Phi Alpha Kappa Omega Social Work Honor Society.

Mediation:

Dr. Kelly is a qualified court-appointed mediator in both Texas and New Mexico and he has been a mediation trainer since 1996, training mediators in both Texas and New Mexico, teaching both basic and family mediation. Dr. Kelly’s mediation training includes the 40-hour basic training, 30-hour family training, Christian Conciliation training and certification, child abuse and neglect training, principles of cross-cultural mediation, EEO mediation, child protective services mediation, advanced mediation, transformative mediation, victim/offender mediation, and domestic violence mediation.

(5-18-2019)
Gary Don Parish, J.D., is a Texas attorney who is board certified in personal injury trial law. He has been a lawyer since 1986 with extensive experience in all phases of litigation from file inception to final judgment. He has worked on both sides of the docket for small firms, large firms, and has owned and run his own firm for most of the years he has been licensed as an attorney. Gary is also a qualified mediator since 2005 and has participated in hundreds of mediations as a party, attorney, or mediator. Gary has served on the board of directors of the Tarrant County Association of Mediators. He is also a founding member of, and sings and plays guitar for Panther City Rounders, a Fort Worth-based band that plays country and rock music.

Current Firm:
OWNER, Gary Don Parish, Attorney at Law; Fort Worth.

History with other Firms:
PARTNER, The Parron Parish Firm; Arlington.
ATTORNEY, Eberstein & Witherite, LLP; Fort Worth and Dallas, Texas.
SUPERVISING ATTORNEY, Thomas J. Henry Injury Attorneys, Corpus Christi, Texas
OF COUNSEL, Ross & Matthews, Attorneys; Fort Worth.
PARTNER, Rodriguez & Parish, Attorneys at Law; Corpus Christi.
ATTORNEY, Thornton, Summers, Biechlin, Dunham & Brown, L.C.; Corpus Christi.
ATTORNEY, Masters & Associates, Attorneys at Law; Houston.
PARTNER, Parish & Batchelder, Attorneys at Law; Fort Worth.

Legal Practice History:
Gary has had full responsibility for development and preparation of cases in the following practice areas:

- Mediation
- General Practice
- Personal Injury
- Silica, Asbestos, Toxic Tort Litigation
- Automobile/Personal Injury
- Premises Liability
- Products Liability
- Collections/Contracts
- Commercial Litigation
- Complex Multi-Party Litigation
- Family Law

Gary has extensive discovery and motion experience and first chair trial experience. Gary has taken full responsibility on all legal matters undertaken by a law firm and has managed all matters related to the running of the business of the law firm, including client relations, case evaluation, settlement negotiations, mediation, discovery, motions, and trial.

Certifications and Qualifications:
BOARD CERTIFIED, Personal Injury Trial Law, Texas Board of Legal Specialization; 1998 - Present
MEDIATOR; 2005 - Present

Education:
B.A. in Political Science with a minor in Economics from the University of Texas at Arlington, 1983
J.D. from the University of Houston Law Center, 1986

(11-6-2014)
# MEDIATION DYNAMICS 40-hour Basic Mediation Training

## AGENDA

<table>
<thead>
<tr>
<th>DAY/TIME</th>
<th>SUBJECT</th>
<th>PRESENTATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Day 1 (1st Friday)</strong></td>
<td></td>
<td></td>
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<tr>
<td>5:45 - 6:00 p.m.</td>
<td>Welcome and Introductions</td>
<td></td>
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<tr>
<td>6:00 - 7:00</td>
<td>Overview of Conflict, ADR Statutes, and Mediation (60 min.)</td>
<td>Lecture</td>
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<tr>
<td>7:00 - 7:05</td>
<td>Break</td>
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<tr>
<td>7:05 - 8:05</td>
<td>The Mediation Process, Curiosity Mindset (60 min.)</td>
<td>Lecture</td>
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<tr>
<td>8:05 - 8:10</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>8:10 - 9:10</td>
<td><em>Ethics</em>: Professionalism—The Neutral Role and Ethical Behavior of the Mediator (60 min.)</td>
<td>Lecture</td>
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<tr>
<td><strong>Day 2 (1st Saturday)</strong></td>
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<tr>
<td>8:00 - 9:00 a.m.</td>
<td>Conducting the Mediation (w/ 10 min. video and 20 min. video)</td>
<td>Lecture</td>
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<tr>
<td></td>
<td>(60 min.)</td>
<td></td>
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<tr>
<td>9:00 - 9:05</td>
<td>Break</td>
<td></td>
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<tr>
<td>9:05 - 10:05</td>
<td>Stage I: Opening (60 min.)</td>
<td>Lecture</td>
</tr>
<tr>
<td>10:05 - 10:10</td>
<td>Break</td>
<td></td>
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<tr>
<td>10:10 - 11:10</td>
<td>Stage II: Emotional Ventilation—Information Gathering (60 min.)</td>
<td>Lecture</td>
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<tr>
<td>11:10 - 11:15</td>
<td>Break</td>
<td></td>
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<tr>
<td>11:15 - 12:15 p.m.</td>
<td>Stage III: Clarification of Issues—Conciliatory Gestures (60 min.)</td>
<td>Lecture</td>
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<tr>
<td>12:15 - 12:45</td>
<td>Required break time for lunch</td>
<td></td>
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<tr>
<td>12:45 - 1:45</td>
<td>Stage IV: Negotiation and Generating Options (w/ 10 min. video) (60 min.)</td>
<td>Lecture</td>
</tr>
<tr>
<td>1:45 - 1:50</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>1:50 - 3:00</td>
<td>SEE* #1 (70 min)</td>
<td>Role-Play Experience</td>
</tr>
<tr>
<td>3:00 - 3:05</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>3:05 - 4:15</td>
<td>SEE #1 (cont.) (70 min)</td>
<td>Role-Play Experience</td>
</tr>
<tr>
<td>4:15 - 4:20</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>4:20 - 5:30</td>
<td>SEE #1 (cont.) (70 min.)</td>
<td>Role-Play Experience</td>
</tr>
</tbody>
</table>

Lecture = 180 minutes = 3.0 hours
Role-Play Experience = 210 minutes = 3.5 hours

*SEE - Structured Experiential Event. Practice mediation in the classroom using the role-play method of training, under the supervision of qualified mediator-instructors.
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<tr>
<td><strong>Day 3 (1st Sunday)</strong></td>
<td></td>
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<tr>
<td>8:00 - 9:00 a.m.</td>
<td>Maintaining Impartiality: Cultural Sensitivity and Mediating Across Cultures (60 min.)</td>
<td>Lecture</td>
</tr>
<tr>
<td>9:00 - 9:05</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>9:05 - 10:10</td>
<td>SEE #2 (65 min.)</td>
<td>Role-Play Experience</td>
</tr>
<tr>
<td>10:10 - 10:15</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>10:15 - 11:20</td>
<td>SEE #2 (cont.) (65 min.)</td>
<td>Role-Play Experience</td>
</tr>
<tr>
<td>11:20 - 11:25</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>11:25 - 12:30 p.m.</td>
<td>SEE #2 (cont.) (65 min.)</td>
<td>Role-Play Experience</td>
</tr>
<tr>
<td>12:30 - 1:00 p.m.</td>
<td>Required break time for lunch (finish eating during next lecture)</td>
<td></td>
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<tr>
<td>1:00 - 2:00</td>
<td>Stage V: Agreement and Closure (60 min.)</td>
<td>Lecture</td>
</tr>
<tr>
<td>2:00 - 2:05</td>
<td>Break</td>
<td></td>
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<tr>
<td>2:05 - 3:10</td>
<td>SEE #3 (65 min.)</td>
<td>Role-Play Experience</td>
</tr>
<tr>
<td>3:10 - 3:15</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>3:15 - 4:20</td>
<td>SEE #3 (cont.) (65 min.)</td>
<td>Role-Play Experience</td>
</tr>
<tr>
<td>4:20 - 4:25</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>4:25 - 5:30</td>
<td>SEE #3 (cont.) (65 min.)</td>
<td>Role-Play Experience</td>
</tr>
</tbody>
</table>

Lecture = 120 minutes = 2.0 hours  
Role-Play Experience = 390 minutes = 6.5 hours
# MEDIATION DYNAMICS 40-hour Basic Mediation Training

## AGENDA

<table>
<thead>
<tr>
<th>DAY/TIME</th>
<th>SUBJECT</th>
<th>PRESENTATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Day 4 (2nd Friday)</strong></td>
<td></td>
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</tr>
<tr>
<td>6:00 - 7:00 p.m.</td>
<td>Neutral Communication Skills (w/ 30 min. video) (60 min.)</td>
<td>Lecture</td>
</tr>
<tr>
<td>7:00 - 7:05</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>7:05 - 8:05</td>
<td><strong>Ethics</strong>: Ethical Rules and Guidelines for Mediators (60 min.)</td>
<td>Lecture</td>
</tr>
<tr>
<td>8:05 - 8:10</td>
<td>Break</td>
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<tr>
<td>8:10 - 9:10</td>
<td><strong>Ethics</strong>: Situations which Present Ethical Issues—Conflict of Interest, Confidentiality, Power Imbalance, etc. (60 min.)</td>
<td>Lecture</td>
</tr>
<tr>
<td></td>
<td>Lecture = 180 minutes = 3.0 hours</td>
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<tr>
<td><strong>Day 5 (2nd Saturday)</strong></td>
<td></td>
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</tr>
<tr>
<td>8:00 - 9:00 a.m.</td>
<td>Legal Procedures and Terminology—Personal Injury and Other Case Types (60 min.)</td>
<td>Lecture</td>
</tr>
<tr>
<td>9:00 - 9:05</td>
<td>Break</td>
<td></td>
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<tr>
<td>9:05 - 10:10</td>
<td>SEE #4 (65 min.)</td>
<td><strong>Role-Play Experience</strong></td>
</tr>
<tr>
<td>10:10 - 10:15</td>
<td>Break</td>
<td></td>
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<tr>
<td>10:15 - 11:20</td>
<td>SEE #4 (cont.) (65 min.)</td>
<td><strong>Role-Play Experience</strong></td>
</tr>
<tr>
<td>11:20 - 11:25</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>11:25 - 12:30 p.m.</td>
<td>SEE #4 (cont.) (65 min.)</td>
<td><strong>Role-Play Experience</strong></td>
</tr>
<tr>
<td>12:30 - 1:00</td>
<td>Required break time for lunch service (finish eating during next lecture)</td>
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<tr>
<td>1:00 - 2:00</td>
<td>Dealing with Impasse and Use of the Caucus (60 min.)</td>
<td>Lecture</td>
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<tr>
<td>2:00 - 2:05</td>
<td>Break</td>
<td></td>
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<tr>
<td>2:05 - 3:10</td>
<td>SEE #5 (65 min.)</td>
<td><strong>Role-Play Experience</strong></td>
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<tr>
<td>3:10 - 3:15</td>
<td>Break</td>
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<tr>
<td>3:15 - 4:20</td>
<td>SEE #5 (cont.) (65 min.)</td>
<td><strong>Role-Play Experience</strong></td>
</tr>
<tr>
<td>4:20 - 4:25</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>4:25 - 5:30</td>
<td>SEE #5 (cont.) (65 min.)</td>
<td><strong>Role-Play Experience</strong></td>
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<tr>
<td></td>
<td>Lecture = 120 minutes = 2.0 hours</td>
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<td></td>
<td><strong>Role-Play Experience = 390 minutes = 6.5 hours</strong></td>
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</tbody>
</table>
# MEDIATION DYNAMICS 40-hour Basic Mediation Training

## AGENDA

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<tr>
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</thead>
<tbody>
<tr>
<td>Day 6 (2nd Sunday)</td>
<td>8:00 - 9:00 a.m.</td>
<td>Mediation Tactics and Complex Situations (w/ 45 min. video) (60 min.)</td>
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<td>9:00 - 9:05</td>
<td>Break</td>
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<tr>
<td></td>
<td>9:05 - 10:10</td>
<td>SEE #6 (65 min.)</td>
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<td></td>
<td>10:10 - 10:15</td>
<td>Break</td>
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<tr>
<td></td>
<td>10:15 - 11:20</td>
<td>SEE #6 (cont.) (65 min.)</td>
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<td></td>
<td>11:20 - 11:25</td>
<td>Break</td>
</tr>
<tr>
<td></td>
<td>11:25 - 12:30 p.m.</td>
<td>SEE #6 (cont.) (65 min.)</td>
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<tr>
<td></td>
<td>12:30 - 1:00</td>
<td>Required break time for lunch (finish eating during next lecture)</td>
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<tr>
<td></td>
<td>1:00 - 2:00</td>
<td>Issues in Mediation Practice and Dispute Resolution Systems (60 min.)</td>
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<td>2:00 - 2:05</td>
<td>Break</td>
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<tr>
<td></td>
<td>2:05 - 3:15</td>
<td>SEE #7 (70 min.)</td>
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<td></td>
<td>3:15 - 3:20</td>
<td>Break</td>
</tr>
<tr>
<td></td>
<td>3:20 - 4:25</td>
<td>SEE #7 (cont.) (65 min.)</td>
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<td></td>
<td>4:25 - 4:30</td>
<td>Break</td>
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<tr>
<td></td>
<td>4:30 - 5:30</td>
<td>Administrative Rules and Procedures for Mediation (60 min.)</td>
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<td></td>
<td>5:30 - 5:45</td>
<td>Evaluation</td>
</tr>
</tbody>
</table>

Lecture = 180 minutes = 3.0 hours  
Role-Play Experience = 330 minutes = 5.5 hours

Note: The order of the items on this agenda is subject to change by the instructors.

(2-27-2019)
Sample Role-Play Scenario: Personal Injury—Injury by product
Mr. & Mrs. Leghorn vs. Texas Poultry Corporation (TEXAPO)

SITUATION:

Mrs. Leghorn purchased a Texas Poultry whole fryer from the local grocer. Chicken is one of the favorite food staples of the Leghorn family and Mrs. Leghorn purchased exclusively the Texas Poultry brand. After the last purchase, Mrs. Leghorn discovered something in the cavity of the chicken that was definitely not a part of the chicken. It was a slimy, yellow and dark pink worm-like thing that was twisted into the package containing the neck, heart, giblets, etc. Mrs. Leghorn was horrified and disgusted. She stuffed the chicken, its parts and the thing into a small plastic trash bag and returned it to the grocer. The store manager and the butcher had never seen anything like it before and refunded her money. Mrs. Leghorn could not bring herself to take another chicken. The family had hamburgers that night, except Mrs. Leghorn, who had lost her appetite.

MR./MS. JARVIS/GERMAINE LILLY, ATTORNEY FOR TEXAS POULTRY CORPORATION (TEXAPO):

As TEXAPO’s attorney, you doubt that Mrs. Leghorn and her attorney can make a very effective case against TEXAPO. However, you understand that the Leghorns are influential people in the community and you have advised your client to agree to mediation.

MR./MS. MILO/MILDRED MINDERBINDER, TEXAPO VICE-PRESIDENT FOR MARKETING AND DISTRIBUTION:

TEXAPO sympathizes with the difficulty Mrs. Leghorn and her family has endured over the incident. However, TEXAPO firmly believes that it is not the cause of Mrs. Leghorn’s psychological problems. The thing was destroyed by the grocer and could not be analyzed to determine its identity or origin. There were several stages in the processing of the chicken where the thing could have appeared. You feel Mrs. Leghorn is making too largely an issue out of this. You understand that the Leghorns are influential people in the community and you are willing to pay $5,000.00 for the nuisance value, but you are strongly opposed to anything greater. You are empowered to settle this matter for up to $50,000.00, but only if you are convinced Mrs. Leghorn will take this matter to a jury trial. You would prefer to avoid too much negative publicity for TEXAPO.
Sample Role-Play Scenario: Personal Injury—Injury by product
Mr. & Mrs. Leghorn vs. Texas Poultry Corporation (TEXAPO)

MR./MS. HENRY/HENRIETTA HAWKINS, ATTORNEY FOR THE LEGHORN:

You, of course, strongly support Mrs. Leghorn in this matter and are representing her and Mr. Leghorn in the lawsuit which you have recently filed. You have advised her to demand $150,000.00. You have suggested that your clients try mediation to resolve this but to be prepared to testify in court.

MRS. LEGHORN:

Ever since discovering the thing in the chicken, you have had trouble sleeping and have been haunted by the image of that thing. You could not get the vision of the chicken and the thing out of your mind. It interferes with your work. When you make love to your husband or attend to your children, it is always there in your mind. You began to see a counselor to help you deal with the psychological trauma you experienced. You have made progress during your six months of therapy, but still have a long way to go. The sessions are expensive, and your medical insurance does not cover psychotherapy. You want TEXAPO to reimburse you for all your counseling expenses, pay for all future treatment required, and compensate you for pain and suffering.

MR. LEGHORN:

Nothing is right at home since your wife found the thing in the chicken. You wish that TEXAPO would make things right so that your family can get past these problems. But if the company is not willing to fairly compensate your wife, you support the lawsuit and you are even willing to ask the people in your church and neighborhood association to boycott TEXAPO chicken. Because of the important positions you hold in the church and the neighborhood association, you feel sure that these people would support your family in this effort.

(Revised 4-21-2005)
# PARTICIPANT EVALUATION

**DATE:**

**PARTICIPANT:**

**EVALUATOR:**

**SUBJECT/SEE:**

Please grade on a scale of 1 to 5, with 5 being highest or best:

1. Neutrality
   - [ ] 1 
   - [ ] 2 
   - [ ] 3 
   - [ ] 4 
   - [ ] 5

2. Communication Skill
   - [ ] 1 
   - [ ] 2 
   - [ ] 3 
   - [ ] 4 
   - [ ] 5

3. Responsiveness
   - [ ] 1 
   - [ ] 2 
   - [ ] 3 
   - [ ] 4 
   - [ ] 5
   (active listening, body language, mirroring)

4. Note taking / feedback
   - [ ] 1 
   - [ ] 2 
   - [ ] 3 
   - [ ] 4 
   - [ ] 5

5. Use of Caucus
   - [ ] 1 
   - [ ] 2 
   - [ ] 3 
   - [ ] 4 
   - [ ] 5

6. Style
   - [ ] 1 
   - [ ] 2 
   - [ ] 3 
   - [ ] 4 
   - [ ] 5

7. Agreements
   - [ ] 1 
   - [ ] 2 
   - [ ] 3 
   - [ ] 4 
   - [ ] 5

8. Team Work / Co-Mediation (if applicable):
   - [ ] 1 
   - [ ] 2 
   - [ ] 3 
   - [ ] 4 
   - [ ] 5

9. Comments:
   - [ ]
   - [ ]
   - [ ]
   - [ ]
   - [ ]
**COURSE CRITIQUE**

*Date: ____________________*

*Please indicate your evaluation by circling the appropriate number, with one (1) being the lowest and five (5) the highest. Please use the space provided for those questions requiring a written response.*

1. Were the materials in the course adequately covered?  
   
   1  2  3  4  5

2. Was the time adequate to cover the course?  
   
   1  2  3  4  5

3. What areas were most valuable to you?  
   
   ____________________________

   Least valuable?

   ____________________________

4. Were skills demonstrated in class?  
   
   1  2  3  4  5

5. Did communications make sense?  
   
   1  2  3  4  5

6. Were your questions adequately covered?  
   
   1  2  3  4  5

7. Were the trainers helpful?  
   
   1  2  3  4  5

8. In what ways were the trainers helpful or not helpful?  
   
   ____________________________

9. Were any particular trainers especially helpful and in what way?  
   
   ____________________________

10. Did you encounter any problems with particular trainers?  
    
    ____________________________

    Was the problem addressed? How?

11. Which aspects of the training did you find most helpful?  
    *Circle correct response(s)*
    
    Lecture, Demonstration, Video, SEE/Role Play, Written Material, Group Discussion,
    Other:

12. Was the SEE/Role Play time adequate?  
    *Circle correct response*
    
    Too long    Appropriate Length    Too Short

13. Are there any technical changes to the training you would like to suggest?  
    
    ____________________________

14. Did the course meet your expectations?  
    How?

15. Are there any other comments or suggestions you would like to make?  
    
    ____________________________

16. If you give your permission for Mediation Dynamics to use your comments in our advertising and promotional material, please check here (Optional): _________________

17. Signature (Optional): _________________
MEDIATION DYNAMICS Mediation Training Application

Name as you want it to appear on certificate:

______________________________________________________________________________

Name you desire to be called in training:

______________________________________________________________________________

Mailing Address:

______________________________________________________________________________

______________________________________________________________________________

Telephone Numbers (cell, home, work, etc.):

______________________________________________________________________________

______________________________________________________________________________

Email Address:

______________________________________________________________________________

Occupation and Employer:

______________________________________________________________________________

Course (please specify the starting date of the course):

_____ MEDIATION DYNAMICS 40-hour Basic Mediation Training

                      Starting Date: ________________________________________________________

_____ MEDIATION DYNAMICS 30-hour Family Mediation Training
(If you have taken a 40-hour basic mediation training elsewhere, please include a copy of your certificate for approval)

                      Starting Date: ________________________________________________________

Please pay online at www.MediationDynamics.com or mail your check or money order. Please email this completed application to Email@MediationDynamics.com or mail it to:

MEDIATION DYNAMICS, 4424 Longmeadow Way, Fort Worth, Texas 76133