

MEDIATION DYNAMICS

Mark W. Batchelder, J.D.—Owner/Principal Instructor 817-926-5555

4424 Longmeadow Way, Fort Worth, Texas 76133

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MEDIATION DYNAMICS 40-hour Basic Mediation Training

INSTRUCTORS:

Mark W. Batchelder, J.D., Principal Instructor

Ben Adkins, Senior Instructor

Don R. Kelly, Ph.D., MSW, MCJ, L.C.S.W., Senior Instructor

Kathy Fragnoli, J.D., Lecturer

UPDATE:

Our online MEDIATION DYNAMICS courses have been very successful! As an added benefit, participants learn essential procedures for conducting mediations online. So, until further notice, MEDIATION DYNAMICS will offer all mediation training courses exclusively online via Zoom.

Each online course is live and fully interactive during the entirety of the course and meets the standards of the Texas Mediation Trainers Roundtable (TMTR.org) and the Texas Mediator Credentialing Association (TXMCA.org). Each participant must appear live on camera for the entire duration of the course. Each participant must remain fully engaged in the course and not be driving or doing other activities which divert attention away from the course.

Each participant must agree that only MEDIATION DYNAMICS has the right to record the course and retains all rights to any recording of the course. Course materials will be available for download. MEDIATION DYNAMICS certificates will be awarded for these online trainings in the same manner as in-person trainings.

You are welcome to call Mark W. Batchelder at 817-926-5555 with any questions about MEDIATION DYNAMICS.

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 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.

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.

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. This course covers workplace and commercial mediation as well as court-annexed mediation with attorneys in attendance.

MEDIATION DYNAMICS has been approved as a continuing education provider for licensed social workers by the Texas State Board of Social Work Examiners.

COST:

\$995.00 per participant, payable in advance by check, money order, or **credit or debit card**.

INTERACTIVE VIDEO COURSES ON ZOOM:

Each participant will receive instructions by email for connecting to our online video conference on Zoom. Please download and test the Zoom.us application for your computer or other device in advance. There is no need to pay for an account with Zoom. A modern laptop computer with a fast internet connection is preferred. A WiFi connection is fine, but a wired ethernet connection is better.

Each participant will receive instructions by email for accessing a shared Google Drive folder which will contain documents for collaborative use and all of the course materials on pdf files. Each participant may print out the materials on paper or may access them on a computer or other device so long as the participant remains live on camera in the video conference at all times.

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 \$60 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 scheduled 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.

MEDIATION DYNAMICS may not use all of the instructors in each course and may employ other qualified mediator instructors in addition to or instead of any of the instructors listed above.

TEXT:

Basic Mediation Training Manual and many other resources—provided by the instructors on a shared Google Drive folder.

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 required.

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.

FAMILY COURSE BEFORE BASIC COURSE:

It is possible to take the MEDIATION DYNAMICS 30-hour Family Mediation Training *before* taking this 40-hour Basic Mediation Training course, however, participants who complete the MEDIATION DYNAMICS 30-hour Family Mediation Training *before* completing this 40-hour Basic Mediation Training course will receive a certificate for the MEDIATION DYNAMICS 30-hour Family Mediation Training only *after* completion of an approved 40-hour basic mediation training course.

© Mediation Dynamics (11-26-2023)

MEDIATION DYNAMICS 40-hour Basic Mediation Training

SCHEDULE OF PRESENTATIONS

All times are Central Time

Each presentation of the course takes six days over two weekends

Day 1: 5:45 p.m. to 9:10 p.m., Friday, January 19, 2024
Day 2: 8:00 a.m. to 5:30 p.m., Saturday, January 20, 2024
Day 3: 8:00 a.m. to 5:30 p.m., Sunday, January 21, 2024
Day 4: 6:00 p.m. to 9:10 p.m., Friday, January 26, 2024
Day 5: 8:00 a.m. to 5:30 p.m., Saturday, January 27, 2024
Day 6: 8:00 a.m. to 5:45 p.m., Sunday, January 28, 2024

Day 1: 5:45 p.m. to 9:10 p.m., Friday, April 5, 2024
Day 2: 8:00 a.m. to 5:30 p.m., Saturday, April 6, 2024
Day 3: 8:00 a.m. to 5:30 p.m., Sunday, April 7, 2024
Day 4: 6:00 p.m. to 9:10 p.m., Friday, April 12, 2024
Day 5: 8:00 a.m. to 5:30 p.m., Saturday, April 13, 2024
Day 6: 8:00 a.m. to 5:45 p.m., Sunday, April 14, 2024

Day 1: 5:45 p.m. to 9:10 p.m., Friday, August 16, 2024
Day 2: 8:00 a.m. to 5:30 p.m., Saturday, August 17, 2024
Day 3: 8:00 a.m. to 5:30 p.m., Sunday, August 18, 2024
Day 4: 6:00 p.m. to 9:10 p.m., Friday, August 23, 2024
Day 5: 8:00 a.m. to 5:30 p.m., Saturday, August 24, 2024
Day 6: 8:00 a.m. to 5:45 p.m., Sunday, August 25, 2024

Day 1: 5:45 p.m. to 9:10 p.m., Friday, October 18, 2024
Day 2: 8:00 a.m. to 5:30 p.m., Saturday, October 19, 2024
Day 3: 8:00 a.m. to 5:30 p.m., Sunday, October 20, 2024
Day 4: 6:00 p.m. to 9:10 p.m., Friday, October 25, 2024
Day 5: 8:00 a.m. to 5:30 p.m., Saturday, October 26, 2024
Day 6: 8:00 a.m. to 5:45 p.m., Sunday, October 27, 2024

(11-26-2023)

MEDIATION DYNAMICS 40-hour Basic Mediation Training

Course Content and Subject Matter Outline

Lectures

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

Ethics Lectures

Professionalism—The Neutral Role and Ethical Behavior of the Mediator	60 minutes
Ethical Rules and Guidelines for Mediators	60 minutes
Situations which Present Ethical Issues—Conflict of Interest, Confidentiality, Power Imbalance, etc.	60 minutes

Lecture Total = 18 hours (Including 180 minutes = 3 hours Ethics)	1080 minutes
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Role-Play Experiences

Structured Experiential Event (SEE)—Practice mediation using the role-play method of training, under the supervision of qualified mediator-instructors	1320 minutes
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Role-Play Experience Total 22 hours	1320 minutes
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Course Total 40 hours	2400 minutes
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(12-14-2022)

**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.

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

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 11-14-2005)

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

Don R. Kelly, Ph.D., MSW, MCJ, 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 KLTU 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.

(05-22-2019)

Kathy Fragnoli, J.D. has been a full-time mediator since 1994. She was licensed to practice law in Texas in 1979. She provides Alternative Dispute Resolution (ADR) services nationwide, and has offices in San Diego and Dallas.

Education:

Kathy is a Magna Cum Laude graduate of Boston College and graduated from Gonzaga University School of Law. She first received her mediation training at Dispute Resolution Services of North Texas, Inc. in Fort Worth. She attended the Harvard Law School negotiations program in 1995.

Experience:

Kathy was a senior attorney for American Airlines for 12 years and prior to that a Public Defender. She worked as an adjunct professor at the University of Texas, Arlington, teaching graduate level employment and labor law classes. She has conducted over 2,700 employment-related mediations and trained over 2,000 students in ADR. Kathy has served under contract with the Pentagon to mediate high profile cases for the Air Force and regularly trains their JAG officers in ADR and interest-based negotiation skills. She is often asked to act as a facilitator by organizations experiencing internal discord.

Kathy was admitted to the National Academy of Arbitrators in 2010 and arbitrates labor cases nationwide. She has served on several permanent panels including the Houston Police Officer's Association, Southwest Airlines, the US Postal Service and the State of Alaska.

Kathy is the author of *Creating Peace at Work: When Work Isn't Working*.

Kathy is president and founder of The Resolution Group, a woman-owned business specializing in ADR training.

Honors:

Kathy is one of 23 mediators in the nation profiled in *ADR Personalities and Tips* published by the American Bar Association.

Kathy was selected by her peers as one of the Best Lawyers in America for 2010 and 2011 in the field of dispute resolution.

Kathy has been selected by her peers as one of the "Best Lawyers in Dallas" in the field of dispute resolution nearly every year from 2013 to 2021.

(2-6-2023)

MEDIATION DYNAMICS 40-hour Basic Mediation Training AGENDA

DAY/TIME	SUBJECT	PRESENTATION
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Day 1 (1st Friday)

5:45 - 6:00 p.m.	Welcome and Introductions	
6:00 - 7:00	Overview of Conflict, ADR Statutes, and Mediation (60 min.)	<i>Lecture</i>
7:00 - 7:05	Break	
7:05 - 8:05	The Mediation Process, Curiosity Mindset (60 min.)	<i>Lecture</i>
8:05 - 8:10	Break	
8:10 - 9:10	<i>Ethics: Professionalism—The Neutral Role and Ethical Behavior of the Mediator (60 min.)</i>	<i>Lecture</i>

Lecture = 180 minutes = 3.0 hours

Day 2 (1st Saturday)

8:00 - 9:00 a.m.	Conducting the Mediation (w/ 10 min. video and 20 min. video) (60 min.)	<i>Lecture</i>
9:00 - 9:05	Break	
9:05 - 10:05	Stage I: Opening (60 min.)	<i>Lecture</i>
10:05 - 10:10	Break	
10:10 - 11:10	Stage II: Emotional Ventilation—Information Gathering (60 min.)	<i>Lecture</i>
11:10 - 11:15	Break	
11:15 - 12:15 p.m.	Stage III: Clarification of Issues—Conciliatory Gestures (60 min.)	<i>Lecture</i>
12:15 - 12:45	Required break time for lunch (finish eating during next lecture)	
12:45 - 1:45	Stage IV: Negotiation and Generating Options (w/ 10 min. video) (60 min.)	<i>Lecture</i>
1:45 - 1:50	Break	
1:50 - 3:05	SEE* #1 (75 min)	<i>Role-Play Experience</i>
3:05 - 3:10	Break	
3:10 - 4:25	SEE #1 (cont.) (75 min)	<i>Role-Play Experience</i>
4:25 - 4:30	Break	
4:30 - 5:30	Stage V: Agreement and Closure (60 min.)	<i>Lecture</i>

Lecture = 360 minutes = 6.0 hours

Role-Play Experience = 150 minutes = 2.5 hours

*SEE - Structured Experiential Event. Practice mediation using the role-play method of training, under the supervision of qualified mediator-instructors.

MEDIATION DYNAMICS 40-hour Basic Mediation Training AGENDA

<u>DAY/TIME</u>	<u>SUBJECT</u>	<u>PRESENTATION</u>
<u>Day 3 (1st Sunday)</u>		
8:00 - 9:00 a.m.	Maintaining Impartiality: Cultural Sensitivity and Mediating Across Cultures (60 min.)	<i>Lecture</i>
9:00 - 9:05	Break	
9:05 - 10:10	SEE #2 (65 min.)	<i>Role-Play Experience</i>
10:10 - 10:15	Break	
10:15 - 11:20	SEE #2 (cont.) (65 min.)	<i>Role-Play Experience</i>
11:20 - 11:25	Break	
11:25 - 12:30 p.m.	SEE #2 (cont.) (65 min.)	<i>Role-Play Experience</i>
12:30 - 1:00 p.m.	Required break time for lunch (finish eating during next lecture)	
1:00 - 2:00	Dealing with Impasse and Use of the Caucus (60 min.)	<i>Lecture</i>
2:00 - 2:05	Break	
2:05 - 3:10	SEE #3 (cont.) (65 min.)	<i>Role-Play Experience</i>
3:10 - 3:15	Break	
3:15 - 4:20	SEE #3 (cont.) (65 min.)	<i>Role-Play Experience</i>
4:20 - 4:25	Break	
4:25 - 5:30	SEE #3 (cont.) (65 min.)	<i>Role-Play Experience</i>
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Lecture = 120 minutes = 2.0 hours		
Role-Play Experience = 390 minutes = 6.5 hours		
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MEDIATION DYNAMICS 40-hour Basic Mediation Training AGENDA

DAY/TIME	SUBJECT	PRESENTATION
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Day 4 (2nd Friday)

6:00 - 7:00 p.m.	Neutral Communication Skills (w/ 30 min. video) (60 min.)	<i>Lecture</i>
7:00 - 7:05	Break	
7:05 - 8:05	<i>Ethics: Ethical Rules and Guidelines for Mediators (60 min.)</i>	<i>Lecture</i>
8:05 - 8:10	Break	
8:10 - 9:10	<i>Ethics: Situations which Present Ethical Issues—Conflict of Interest, Confidentiality, Power Imbalance, etc. (60 min.)</i>	<i>Lecture</i>

Lecture = 180 minutes = 3.0 hours

Day 5 (2nd Saturday)

8:00 - 9:00 a.m.	Legal Procedures and Terminology— Personal Injury and Other Case Types (60 min.)	<i>Lecture</i>
9:00 - 9:05	Break	
9:05 - 10:10	SEE #4 (65 min.)	<i>Role-Play Experience</i>
10:10 - 10:15	Break	
10:15 - 11:20	SEE #4 (cont.) (65 min.)	<i>Role-Play Experience</i>
11:20 - 11:25	Break	
11:25 - 12:30 p.m.	SEE #4 (cont.) (65 min.)	<i>Role-Play Experience</i>
12:30 - 1:00	Required break time for lunch service (finish eating during next lecture)	
1:00 - 2:00	Administrative Rules and Procedures for Mediation (60 min.)	<i>Lecture</i>
2:00 - 2:05	Break	
2:05 - 3:10	SEE #5 (65 min.)	<i>Role-Play Experience</i>
3:10 - 3:15	Break	
3:15 - 4:20	SEE #5 (cont.) (65 min.)	<i>Role-Play Experience</i>
4:20 - 4:25	Break	
4:25 - 5:30	SEE #5 (cont.) (65 min.)	<i>Role-Play Experience</i>

Lecture = 120 minutes = 2.0 hours

Role-Play Experience = 390 minutes = 6.5 hours

MEDIATION DYNAMICS 40-hour Basic Mediation Training AGENDA

<u>DAY/TIME</u>	<u>SUBJECT</u>	<u>PRESENTATION</u>
<u>Day 6 (2nd Sunday)</u>		
8:00 - 9:00 a.m.	Workplace Mediation, Issue Statements, and Mediation Management (60 min.)	<i>Lecture</i>
9:00 - 9:05	Break	
9:05 - 10:10	SEE #6 (65 min.)	<i>Role-Play Experience</i>
10:10 - 10:15	Break	
10:15 - 11:20	SEE #6 (cont.) (65 min.)	<i>Role-Play Experience</i>
11:20 - 11:25	Break	
11:25 - 12:30 p.m.	SEE #6 (cont.) (65 min.)	<i>Role-Play Experience</i>
12:30 - 1:00	Required break time for lunch (finish eating during next lecture)	
1:00 - 2:00	Mediation Tactics, Complex Situations, and Issues in Mediation Practice and Dispute Resolution Systems (60 min.)	<i>Lecture</i>
2:00 - 2:05	Break	
2:05 - 3:10	SEE #7 (65 min.)	<i>Role-Play Experience</i>
3:10 - 3:15	Break	
3:15 - 4:20	SEE #7 (cont.) (65 min.)	<i>Role-Play Experience</i>
4:20 - 4:25	Break	
4:25 - 5:30	SEE #7 (cont.) (65 min.)	<i>Role-Play Experience</i>
5:30 - 5:45	Evaluation	
<hr/>		
Lecture = 120 minutes = 2.0 hours		
<u>Role-Play Experience = 390 minutes = 6.5 hours</u>		

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

(2-6-2023)

MEDIATION DYNAMICS

Mark W. Batchelder, J.D.—Owner/Principal Instructor 817-926-5555

4424 Longmeadow Way, Fort Worth, Texas 76133

www.MediationDynamics.com

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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 (active listening, body language, mirroring)	1	2	3	4	5
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:

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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): _____

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MEDIATION DYNAMICS Mediation Training Application

Name as you want it to appear on certificate:

Name you desire to be called in training (and preferred pronouns):

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