



## **Mediator Mentorship Program (MMP)**

### **Training Schedule and Mentorship Requirements**

*All trainings take place at  
Center for Conflict Resolution  
11 E. Adams, Suite 500  
Chicago, IL 60603*

#### **4-day Basic Mediation Skills Training**

**May 26-27, June 2-3, 2010**

- CLASSROOM LECTURE: *Interest-Based Negotiation*
- CLASSROOM LECTURE: *Communication Skills*
- CLASSROOM LECTURE: *Reality Testing*
- CLASSROOM LECTURE: *CCR Mediation Process*
- CLASSROOM LECTURE: *Ethical and Legal Policies*
- EXERCISE: *Process, N/I (2)*
- ROLE PLAY: *CCR Model Mediation Simulations (5)*
- SIMULATION: *Fishbowl (2)*
- SIMULATION: *CCR Model Mediation Simulations (3)*
- SIMULATION : *CCR Model Mediation Demonstration*

#### **1/2-day Orientation**

**June 5, 2010**

- OVERVIEW: *CCR & PVMP process*

#### **1-day Court Adapted Model Training**

**July 17, 2010**

- CLASSROOM LECTURE: *CCR's Court Adapted Model*
- CLASSROOM LECTURE: *Agreement Writing*
- EXERCISE: *Agreement Writing*
- SIMULATION: *Court Adapted Model Demonstration*
- SIMULATION: *Court Adapted Model Simulation*
- SIMULATION: *Court Adapted Model Simulation*

#### **Program Concludes**

**September 3, 2010**

- CERTIFICATION: All trainees must be certified by September 3, 2010

## MENTORSHIP REQUIREMENTS

In order to become a CCR volunteer mediator, you must meet a challenging performance-based certification standard. The Mediation Mentorship Program is designed to provide extensive training to help you learn the specific skills necessary to succeed as a CCR volunteer mediator. If accepted into the program, you will attend a 4-day basic mediation skills training, ½ day orientation, and a 1-day Court Adapted Model training. Outside the structured trainings and orientation, you will also be expected to design a self-directed post-training program that will include a minimum of 10 additional exercises/activities. A mentor will help guide and support you during the post-training program. Below are suggested and required activities for you. There are 8 listed categories of exercises. Categories are listed in bold with the number of mandatory exercises from each category in parentheses. Under each category is a list of different exercises. Mandatory exercises are marked with number of exercises required, such as “(1)”.

<p><b>Simulations (1)</b></p> <ul style="list-style-type: none"> <li>• CCR Model Simulations (1)</li> <li>• CCR’s Court Adapted Model Simulations</li> </ul>	<p><b>Role Playing (3)*</b></p> <ul style="list-style-type: none"> <li>• Demonstration</li> <li>• Fishbowl</li> <li>• CCR Model Simulations</li> <li>• Court Adapted Model Simulations</li> </ul> <p><i>*does not need to be completed prior to scheduling certification simulation, but must be completed within 4 month PVMP time period</i></p>	<p><b>Observations (2)</b></p> <ul style="list-style-type: none"> <li>• CCR Model Mediation (1)</li> <li>• Court Adapted Model Mediation (1)</li> </ul>	<p><b>CCR Continuing Educations (1)</b></p> <ul style="list-style-type: none"> <li>• TBA</li> </ul>
<p><b>Exercises (1)</b></p> <p><i>WRITTEN</i></p> <ul style="list-style-type: none"> <li>• Agreement Writing</li> <li>• 1-2 page reflection paper</li> </ul> <p><i>PRACTICE</i></p> <ul style="list-style-type: none"> <li>• N/I</li> <li>• Process</li> <li>• Reality Testing</li> <li>• Emotions</li> </ul>	<p><b>Multi-Media</b></p> <ul style="list-style-type: none"> <li>• Mediation Video Review</li> <li>• Identify N/I</li> <li>• Internet Showcase</li> <li>• TV/Movie highlights</li> <li>• Book review</li> </ul>	<p><b>Networking</b></p> <ul style="list-style-type: none"> <li>• Attendance at outside CCR events</li> <li>• Meet with current CCR volunteer to discuss CCR mediation process and/or skills</li> </ul>	



Center for Conflict Resolution

## PROSPECTIVE VOLUNTEER MENTORSHIP PROGRAM

### Descriptions of Curriculum Requirements and Activities *with Time Estimates and Mentor Participation Requirements*

#### 1. Simulations:

MENTORSHIP CURRICULUM REQUIREMENT: You must complete at least **one** additional simulation post-training before your mentorship is complete and it must be a CCR Model simulation. You must complete this additional simulation before scheduling your certification simulation. If you do more than the required one simulation, you can choose to do either a CCR Model simulation or Court Adapted Model simulation (or both).

#### DESCRIPTION:

- *CCR Model Simulation* is a mediation simulation in which you are mediating in a mock conflict situation. A mentor will coach you during this simulation and most likely play a role as one of the disputants. You will need at least one additional person to play the parties in the dispute. The additional person is often another prospective volunteer in the PVMP program, but can also be a friend, spouse, neighbor, etc. **Time**= 3hrs  
**Mentor Participation** = required (can be *any* mentor)
- *Court Adapted Model Simulation* is a mediation simulation in which you are mediating a mock conflict situation in the court setting. It is the same process as the CCR Model only the court setting limits the mediation time from 30 minutes to an hour. Your mentor's role will be to coach you during this simulation and normally play a role of one of the disputants. You will need an additional person to play the other party in the disputant.  
**Time**=1 hour  
**Mentor Participation** = required (can be *any* mentor)

#### 2. Role Playing

MENTORSHIP CURRICULUM REQUIREMENT: You must role play in at least **three** additional simulations post-training before your mentorship is complete. These do NOT need to be done before scheduling your certification simulation.

## 2. Role Playing (cont.)

### DESCRIPTION:

- *Role Playing* is acting as one of the disputing parties during a mediation simulation while someone else practices their mediation skills. Role playing provides you the opportunity to experience what it is like to be a disputant in a mediation, assess the effectiveness of various techniques and skills employed by the mediator. You may be asked to provide feedback during the session depending on the style of the coach. You can role play in a variety of manners, including:
  - *Demonstration* - Demonstrations are part of our regularly scheduled law school mediation skills trainings. Demonstrations take place at CCR and off-site. Dates will be posted on Google Groups Calendar. To participate, contact CCR's Training Director.  
**Time**= 2.5 hrs  
**Mentor Participation** = NOT required
  - *Fishbowl* – Fishbowls are part of our regularly scheduled mediation skills trainings. These are group mediation simulations where trainees take turns playing the mediator role. Fishbowls take place at CCR and off-site. Dates will be posted on Google Groups Calendar. To participate, contact CCR's Training Director.  
**Time**= 2 hrs  
**Mentor Participation** = NOT required
  - *CCR Model Simulations/Court Adapted Model Simulations* – Other prospective volunteers will be looking for role players to act as disputing parties during their post-training simulations. These are scheduled at various times using Google Groups Calendar. We also conduct simulations as part of our regularly scheduled mediation skills trainings and sometimes need role players. Simulations take place at CCR and off-site. Dates will be posted on Google Groups Calendar. To participate, contact CCR's Training Director.  
**Time**= 2 hrs  
**Mentor Participation** = NOT required

## 3. Observations

MENTORSHIP CURRICULUM REQUIREMENT: You must observe **two** mediations post-training before your mentorship is complete. One observation must be a CCR Model mediation and one must be a Court Adapted Model mediation. These need to be done before scheduling your certification simulation.

### DESCRIPTION:

- *CCR Model Mediation* - You will observe a real mediation that is being mediated by a CCR certified volunteer mediator at CCR. You will observe the mediator's skills, style, techniques as well as seeing the process work in an actual conflict. You may not take notes or participate in the mediation at any point. You must arrive 15 minutes prior to mediation start time to observe the volunteer's briefing with the CCR Case Manager. You will be given the opportunity to ask questions of the Case Manager as well as the mediator. After the conclusion of the mediation, you will debrief with the Case Manager and mediator. This is a great opportunity to learn about the mediator's decisions and practices. If you see a CCR volunteer do something in the mediation that seems contrary to what you are learning, talk to the Case Manager and/or your mentor. To observe a CCR Model mediation, email or call your staff contact person. You will receive a detailed reminder email from staff the day before your scheduled observation to explain logistics.  
**Time**= 3-4hrs  
**Mentor Participation** = NOT required

### 3. Observations (cont.)

- *Court Adapted Model Mediation* – You will observe a real mediation(s) in one of your chosen Priority Court Programs. You are observing the mediator’s skills, styles, techniques as well as seeing the process work on an actual conflict. You may not take notes or participate in the mediation at any point. You must arrive 15 minutes prior to mediation start time to observe the volunteer’s briefing with the CCR Case Manager. You will be given the opportunity to ask questions of the Case Manager as well as the mediator. After the conclusion of the mediation, you will debrief with the Case Manager and mediator. This is a great opportunity to learn about the mediator’s decisions and practices. If you see a CCR volunteer do something in the mediation that seems contrary to what you are learning, talk to the Case Manager and/or your mentor. To observe a Court Adapted Model mediation, email or call your staff contact person. You will receive a detailed reminder email from staff the day before your scheduled observation to explain logistics. Court Adapted Model mediations are 30-60 minutes each. You should plan to stay for the entire court call (3 hours) and may have the opportunity to observe more than one mediation.

**Time**= 3 hrs

**Mentor Participation** = NOT required

### 4. CCR Continuing Educations

MENTORSHIP CURRICULUM REQUIREMENT: You must attend **one** continuing education program at CCR post-training before your mentorship is complete. This needs to be done before scheduling your certification simulation.

DESCRIPTION:

- Almost every month CCR hosts a Continuing Education program at CCR for our volunteers. These are 2 hour programs focusing on a range of topics from specific skills to areas of development in the mediation field. It is also a great time to network and meet other CCR volunteers. Continuing Education programs will be listed on Google Groups Calendar. You will also receive emails notifying you of upcoming programs from the Volunteer Director. To attend, please RSVP to the Volunteer Director.

**Time**= 2 hrs

**Mentor Participation** = NOT required

### 5. Exercises

MENTORSHIP CURRICULUM REQUIREMENT: You must complete **one** non-simulation exercise post-training before your mentorship is complete. This needs to be done before scheduling your certification simulation.

DESCRIPTION: These are supplemental exercises to assist you in specific skill areas that you and your mentor have identified you need to continue to develop. These exercises can be created and adapted to fit your specific needs. Some exercises conducted by past PVMP participants are listed below for your information.

## 5. Exercises (cont.)

- Written Exercise
  - Agreement writing – A written exercise to focus on the necessary requirements of writing a CCR agreement. This exercise asks the prospective volunteer to think about questions you can ask parties as you help write up the agreement. You will then write the actual agreement and have it reviewed by your mentor.  
**Time= 2 hrs**  
**Mentor Participation** = review written agreement (can be done via email)
  - Reflection Paper – Your mentor may ask you to write a 1-2 page paper in order to provide you the chance to reflect, review or learn a designated topic.  
**Time= 2 hrs**  
**Mentor Participation** = review reflection paper (can be done via email)
  
- Skills Practice
  - Needs and Interests – Working one on one with a mentor, you will focus solely on the skill of exploring, uncovering, and articulating Needs and Interests  
**Time= 2 hrs**  
**Mentor Participation** = required (can be *any* mentor)
  - Process – Working one on one with a mentor, you will focus solely on process mechanics (opening statement, parties' initial statement, setting the agenda)  
**Time= 2 hrs**  
**Mentor Participation** = required (can be *any* mentor)
  - Reality Testing - Working one on one with a mentor, you will focus solely on the skill of reality testing position to get to N/I, reality testing options, and BATNA/WATNA  
**Time= 2 hrs**  
**Mentor Participation** = required (can be *any* mentor)
  - Emotions - Working one on one with a mentor, you will focus solely on the skill of acknowledging and exploring emotions.  
**Time= 2 hrs**  
**Mentor Participation** = required (can be *any* mentor)

## 6. Multi-Media

MENTORSHIP CURRICULUM REQUIREMENT: You do not need to complete any multi-media exercises post-training before your mentorship is complete.

DESCRIPTION: Multi-Media exercises are a creative and fun way to explore the mediation skills and techniques that you have been learning. These exercises can be developed by you and your mentor if you think it would be helpful. Some multi-media exercises conducted by past PVMP participants are listed below for your information. (Time= 1-2 hours)

- *Mediation Video Review* – Watch a video of a mediation and analyze the following: N and I of parties, specific techniques you thought were successful/not successful, how emotions were addressed and used, Reality Testing effectiveness, and what you would have done the same and different. You can then discuss with your mentor or write a short reflection paper.  
**Time= 1-2 hrs**  
**Mentor Participation** = NOT required
- *N and I Analysis* - Find a scene of a movie or TV show that you can analyze from a needs and interest viewpoint. This can be one scene that displays how N and I, emotions work, reframing, summarizing or other mediation skills are used. You may also choose an entire

## 6. Multi-Media (cont.)

movie and analyze it from N and I viewpoint. (CCR has a list of movies that may be useful.) You can then discuss with your mentor or write a short reflection paper.

**Time=** 1-3 hrs

**Mentor Participation** = NOT required

- *Make Believe Mediator-* Choose a scene of a movie/TV series/commercial/ talk show and write a series of 25 questions that you would have asked the character/person. Make sure to address the person's emotions and use open ended questions to discover and explore N and I as well as some Reality Testing questions. Send the questions you develop to your mentor for review.

**Time=** 1-3 hrs

**Mentor Participation** = NOT required

- *Book Review-* Read a book somehow related to conflict resolution and mediation. Write a 1 page summary that explains the correlation or connection to CCR or the field of mediation and send it to your mentor for review.

**Time=** 1-3 hrs

**Mentor Participation** = NOT required

- *Internet Showcase-* Research websites and find two articles or topics relating to conflict resolution. Compare and contrast the two topics in a discussion with your mentor or submit your reflection in writing to your mentor for review.

**Time=** 1-3 hrs

**Mentor Participation** = NOT required

## 7. Networking

MENTORSHIP CURRICULUM REQUIREMENT: You do not need to do any networking events post-training before your mentorship is complete.

DESCRIPTION: You may choose networking as a way to further your exposure and understanding of the CCR mediation model.

- Attendance at outside CCR events- the Association for Conflict Resolution hosts monthly events that are open to the public for a \$10 fee. Look in your training manual for more information on other organizations in Chicago or contact your mentor or staff person for more information. We are always happy to try and find you an event to attend.

**Time=** 1-3 hrs

**Mentor Participation** = NOT required

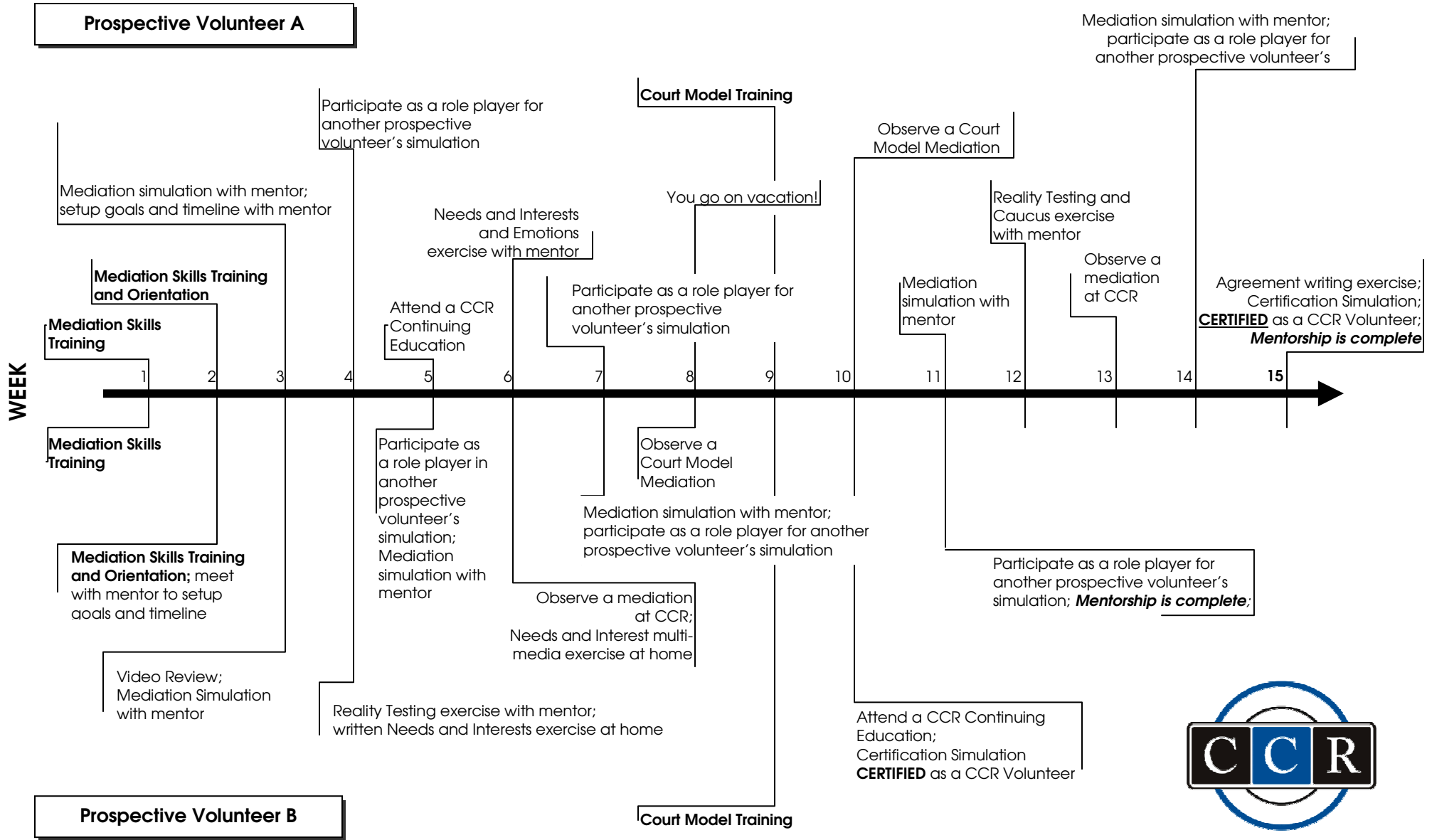
- Meet with current CCR volunteer- This is an opportunity for you to have an in depth discussion with one of our current volunteers. You may discuss any subject that you feel is relevant to your up coming experience as a CCR volunteer including; commitment, scheduling, skills, diversity, challenges, etc. To schedule, contact your mentor, staff contact person, or Volunteer Director who will put you in touch with someone of interest to you.

**Time=** 1-3 hrs

**Mentor Participation** = NOT required

## 2010 Fall MMP Post-Training Mentorship Timeline *Examples*

The mentorship component to the MMP should be tailored to your specific post-training needs. Past participants in the MMP have asked us for a guide of what their mentorship could look like. This is not a guide that you must follow. These examples are simply to assist you in creating your own timeline and goals that you are going to set with your mentor.



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