

## MEDIATION THEORY AND SKILLS - CORE COURSE -INFORMATION

<b>Duration:</b>	Two day
<b>Course Title:</b>	Mediation Theory and Skills for the Organizational Ombudsperson
<b>Course Description:</b>	This highly interactive mediation course is designed to provide a theoretical and practical overview of the formal mediation process and mediator skills as they relate to an ombuds practice. Ombuds are often called upon to facilitate difficult conversations between members of their community. In this neutral role, an effective ombuds supports the face-to-face-efforts of each visitor to give voice to his/her concerns and interests and to understand those of the other in order to gain clarity about a productive outcome for both. While an ombuds is never a mediator in the formal sense of the role, by learning the fundamentals about the formal mediation process and related skills, the ombuds will enhance his/her facilitation skills and understanding of best design process options for such conversations.
<b>Course Learning Objectives:</b>	Day 1: To learn about the goals, principles and activities of the mediation process and to practice the skills needed to be an effective mediator. Day 2: To explore the similarities and differences between mediation and ombudsing and to consider all steps in bringing visitors together for an informal mediation (facilitated discussion). This includes how to present this as a visitor option, approach the second visitor, prepare both visitors to come face-to-face, conduct the facilitated conversation and consider if/when/how to help document any agreements reached and provide appropriate follow-up.
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<b>Pre-requisites:</b>	Foundations of Organizational Ombuds Practice
<b>Who Should Attend?</b>	Ombuds with no or limited experience with mediation
<b>Min/Max attendees:</b>	Minimum attendees: 8 Maximum attendees: 20
<b>Level of Difficulty:</b>	Fundamental-Intermediate
<b>Note: Standard equipment provided:</b>	Flipchart/easel and markers

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<b>Agenda &amp; Handouts:</b>	Brief needs assessment for attendees, to be completed at the time of registration. (The results will help with late-stage design considerations to make the course as relevant as possible for participants.)
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