



Asian Pacific American Dispute Resolution Center 40-Hour Basic Mediation Training

Information Packet

Welcome to the APADRC's 40-Hour Basic Mediation Training with an emphasis on building cross-cultural competency. Open to all members of the community, this highly interactive training will introduce effective communication strategies, multicultural conflict resolution and peace theory along with a full day of role plays with coaches from the APADRC – preparing you to act as a neutral mediator in community conflicts.

Training Information

- Our training fits the minimum requirements of the State of California Dispute Resolutions Programs Act for mediation training
- Participants will receive a “Certificate of Completion” upon fulfillment of the entire 40 hours of training which is a combination of online, self-directed material and in-person sessions
- An additional “Certificate of Completion” is available for individuals interested in volunteering and completing 180 hours of hands-on mediation/conciliation work at the APADRC

Fees

- Early Registration: \$595 general/ \$395 students
- Regular Registration: \$625 general / \$425 students
- Training is FREE for current APADRC volunteers and interns. For more information on volunteering or interning, please see our website.
- Discounts available to organizations sending more than one individual to the training.
- Limited partial and full fee waivers available for individuals interested but unable to afford the fees. Fee waiver applications must be submitted by end of Early Registration. Please request a form by contacting Dominik at dominik.onate@apadrc.org

Registration

- Visit our website (apadrc.org/training/basic-mediation-training/) or email Dominik for more information
- Reserve your space early for this valuable training opportunity. Space is limited to 25 people.
- Payment may be mailed in advance or brought to the first day of in-person training.

Schedule

- Training goes for 2 weeks combining online, self-directed lectures during the weekdays and 3 in-person sessions during the weekends.
- Visit our website calendar for most current training dates: (apadrc.org/training/event-calendar/)



Course Overview

Week One

Section 1: APADRC

In this introductory section, we will go over the history and role of the APADRC, providing you with the context in which we practice mediation and how we see ourselves in the community.

Section 2: Conflict

The first step in peacebuilding is understanding conflict. This encompasses exploring the nature of conflict, its sources, and the perceptions attached to it. We will also examine individual styles and choices of responding to conflict. Identifying and understanding these conflict response styles empower the conflict manager to use an approach that takes into account the timing, relationship, and power involved in a conflict. This section will also explore the concepts of fight or flight and the cardinal rules of dialogue which undergird the mediation process.

Section 3: Communication

Conflicts begin and end with communication. While miscommunication can lead to conflict, effective communication can get one out of conflict. This section analyzes and breaks down the different elements of, and the factors that affect, communication.

Week Two

Section 1: Culture

The APADRC emphasizes the importance of understanding the role of culture in conflict. This section will look at how we define culture and explore how culture can impact the course of conflict. Mediators need to learn how to recognize when culture is an issue and how bring that forward so that all sides can gain a better understanding of the situation.

Section 2: ADR and Mediation

This section provides a background into the history of alternative dispute resolution and a general overview of the methods that are in use. We will also provide a more in-depth definition and explanation of the various mediation styles as well as the ethics involved in the process.



Sample Syllabus

Week One

Section I: The APADRC

1. Welcome
2. APADRC Introduction & Background

Section II: Understanding Conflict

3. Learning Goals
4. Defining Conflict (Video)
5. The Assumptions and Value of Conflict
6. Sources of Conflict (Video)
7. Categorizing Conflict
8. Models of Conflict
9. Conflict Management Survey
10. Conflict Management Styles
11. Conflict Styles – When to Use
12. Conflict Styles (Video)
13. Discovering Our Wrong Reflexes
14. The Conflict Cycle
15. Imagining Peace

16. Towards Mediation

17. Self-Reflection Due

Section III: The Art of Communication

18. Learning Goals
19. Communication (Video)
20. Effective Communication
21. Components of Communication
22. Effective Listening (Video)
23. Asking Questions (Video)
24. Positions vs. Interests (Video)
25. Obstacles to Understanding (Video)
26. Effective and Nonviolent Speaking (Video)
27. Roadblocks to Communication
28. "I" Statements
29. Towards Mediation
30. Quiz

Week Two

Section I: Culture

1. Learning Goals
2. Culture and Identity (Video)
3. Defining Culture
4. Cultural Dynamics in Mediation (Video)
5. Characterizing Cultural Dynamics
6. Cross Cultural Communication
7. Cultural Logics
8. Emotions and Being Human (Video)
9. Emotions in Conflict
10. Balancing Power Dynamics (Video)
11. Power
12. Towards Mediation
13. Self-Reflection Due

18. Professional Ethics

19. ABA Model Standards of Conduct for Mediators
20. Exploring Neutrality and Bias
21. Before the Mediation
22. Step One – Making the Introduction
23. Introduction Scripts
24. Step Two – Telling the Story
25. Step Three – Defining the Problem
26. Step Four – Brainstorming Solutions
27. Step Five – Resolution and Closure
28. Towards Mediation
29. Quiz

Section II: ADR and Mediation

14. Learning Goals
15. Alternative Dispute Resolution
16. Mediation
17. Why Mediate?

Section III: Mediator's Toolbox

30. Engaging Challenging Behaviors (Video)
31. Red Flags and Challenges
32. Personalities and Attitudes
33. Mediator's Quick Reference Guide