

SUMMARY OF TRAINING HOURS

Total Online (Self-Paced) Training Hours	16
Total Instructor Led Training Hours	23
Self-Study/Homework	2
Total Training Hours	41

FACE-TO-FACE (INSTRUCTOR-LED) CURRICULUM (3-DAYS)

DAY 1 TIMES	RRG TRAINING CURRICULUM AND LEARNING OBJECTIVES	TMTR COVERED LEARNING OBJECTIVE	# OF MINUTES
8:00 A.M. - 8:10 A.M.	Welcome and Introduction to Training (10 min, not part of CE hours)	N/A	0
8:10 A.M. - 9:40 A.M.	Introduction to Alternative Dispute Resolution and Conflict Theory The Basics: Definitions of conflict terms; discussion regarding conflict types, sources, and levels; and an introduction to the dispute resolution continuum. Definition of Conflict and Dispute Methods of Conflict Resolution Definition of Mediation Benefits of Mediation Process History of Mediation-Rcap from online class Mediator Objective The Role of the Mediator	I. History of Mediation, III. Conflict Resolution Theory, IV. Mediation Theory and Practice,	90
9:40 A.M. - 10:00 A.M.	Break (20 min)	N/A	N/A
10:00 A.M. - 11:40 A.M.	Alternative Dispute Resolution Conflict Styles, Techniques and Self-Awareness Administration of the RRG conflict assessment tool Discussion of personal styles and preferences in handling conflict, including a self-analysis of the mediator's style and preference; and techniques for working with difficult clients and their various styles of conflict.	III. Conflict Resolution Theory, IV. Mediation Theory and Practice,	100
11:40 A.M. - 12:40 P.M.	Lunch & Speaker (Empathy as a conflict management tool)	III. Conflict Resolution Theory	60

DAY 1 TIMES	RRG TRAINING CURRICULUM AND LEARNING OBJECTIVES	TMTR COVERED LEARNING OBJECTIVE	# OF MINUTES
12:40 P.M. - 1:30 P.M.	"Alternative Dispute Resolution Techniques: Distributive Bargaining Presentation of the basic concepts of distributive bargaining and how the theories shape mediation, including a detailed example of the negotiation process in a fixed-resource environment such as a commercial or residential purchase."	IV. Mediation Theory and Practice, V. Mediation Process and Techniques	50
1:30 P.M. - 2:20 P.M.	"Alternative Dispute Resolution Techniques: Game Theory (50 min) Discussion on how to move from distributive bargaining to a collaborative model including examples of the prisoner's dilemma and X/Y Game."	IV. Mediation Theory and Practice, V. Mediation Process and Techniques	50
2:20 P.M. - 2:40 P.M.	Break (20 min)	N/A	N/A
2:40 P.M. - 2:50 P.M.	"Game Theory Debrief (10 min) Discussion on how to move from distributive bargaining to a collaborative model including examples of the prisoner's dilemma and X/Y Game."		10
2:50 P.M. - 3:00 P.M.	Break (10 min)	N/A	N/A
3:00 P.M. - 4:40 P.M.	Alternative Dispute Resolution Scenario Based Learning Breakout Session: Brokering Clients Activity and debrief		100
DAY 1 TOTAL		460 minutes (7.6 hours)	

DAY 2 TIMES	RRG TRAINING CURRICULUM AND LEARNING OBJECTIVES	TMTR COVERED LEARNING OBJECTIVE	# OF MINUTES
8:00 A.M. - 8:50 A.M.	Overview of Other Alternative Dispute Methods Discussion on the differences between mediation and arbitration; presentation on the structure and steps of the arbitration process; and opportunities for certification and networking in the real estate field.		50
8:50 A.M. - 9:40 A.M.	Breakout Session: Role-play and debrief		50
9:40 A.M. - 10:00 A.M.	Break (20 min)	N/A	N/A

DAY 2 TIMES	RRG TRAINING CURRICULUM AND LEARNING OBJECTIVES	TMTR COVERED LEARNING OBJECTIVE	# OF MINUTES
10:00 A.M. - 11:40 A.M.	Professional Considerations Opportunities for community service, professional organizations, networking, and continuing education; mediation practice tips including a look at setting fees, effective practice management, and marketing; and sand traps and pitfalls to avoid.	IX. Professional Considerations	100
11:40 A.M. - 12:40 P.M.	Lunch & Speaker (Alternative Dispute Resolutions Ethics) Conflict of Interest Neutrality/Impartiality Confidentiality Staying in the Role of Mediator Reporting and Legal Issues Power Imbalances Liability Misuse of Process Protecting the Process		60
12:40 P.M. - 1:10 P.M.	Review of Conflict Resolution Process Presentation of the STAR process as an effective model for the conflict resolution process.		30
1:10 P.M. - 1:40 P.M.	Stage 1: Convening the Mediation Techniques to bring the parties to the table; considerations for the proper setting and arrangement of the meeting environment; and documentation necessary for successful sessions. Mediation Procedure Overview RRG Procedures and Forms The Introductory Statement		30
1:40 P.M. - 2:20 P.M.	Creating Introductory Statements Structure and requirements for effective introductory statements, including a step by step process for creation of individual statements with professional examples from the trainers.		40
2:20 P.M. - 2:40 P.M.	Break (20 min)	N/A	N/A
2:40 P.M. - 3:40 P.M.	Breakout Session: Introduction Role Play and debrief		60
3:40 P.M. - 4:00 P.M.	Neutrality and Impartiality Walking the line as a neutral and obstacles to effectiveness when dealing when dealing with multiple parties and clients. Issues that Can be Mediated Issues that Cannot be Mediated Opening and Structuring the Mediation Session Gathering and Exchanging Information Issues and Problem Clarification The Caucus Dealing with Third Parties		20

DAY 2 TIMES	RRG TRAINING CURRICULUM AND LEARNING OBJECTIVES	TMTR COVERED LEARNING OBJECTIVE	# OF MINUTES
4:00 P.M. - 4:20 P.M.	The Use of Neutral Language Recommendations for effective communication, including tips for coaching parties in the use of language when dealing with high conflict clients and brokers.		20
DAY 2 TOTAL		460 minutes (7.6 hours)	

DAY 3 TIMES	RRG TRAINING CURRICULUM AND LEARNING OBJECTIVES	TMTR COVERED LEARNING OBJECTIVE	# OF MINUTES
8:10 A.M. - 9:00 A.M.	Stage 2: Opening Working with an opening list, setting expectations, determining ground rules, and establishing the neutral's role. Opening and Structuring the Mediation Session Gathering and Exchanging Information Issues and Problem Clarification The Caucus Dealing with Third Parties	VI. Self-Awareness of Trainee	50
9:00 A.M. - 9:10 A.M.	Break (10 min)	N/A	N/A
9:10 A.M. - 10:50 A.M.	Breakout Session: Role-play #1 and debrief		100
10:50 A.M. - 11:10 A.M.	Break (20 min)	N/A	N/A
11:10 A.M. - 12:00 P.M.	Breakout Session: Role-play #2 and debrief		50
12:00 P.M. - 1:00 P.M.	Lunch & Speaker (Alternative Dispute Resolutions Methods and Practicum Q & A)		60
1:00 P.M. - 1:50 P.M.	Stage 3: Communication The use communication to identify issues, set agendas, and to build understanding between the parties, including a demonstration of effective note-taking and caucus strategies.	VIII. Communication Skills	50
1:50 P.M. - 2:00 P.M.	Break (10 min)	N/A	N/A
2:00 P.M. – 3:40 P.M.	Breakout Session: Role-play #3 and debrief		100
3:40 P.M. – 4:00 P.M.	Break (20 min)	N/A	N/A

DAY 3 TIMES	RRG TRAINING CURRICULUM AND LEARNING OBJECTIVES	TMTR COVERED LEARNING OBJECTIVE	# OF MINUTES
4:00 P.M. – 4:50 P.M.	Communication Skills Techniques for improved listening, effective questioning, the use of nonverbal communication, restatements, clarification, and managing the feelings and emotions of parties. Active Listening Conflict Style Determining Personality Styles Body Language	VIII. Communication Skills	50
DAY 3 TOTAL		460 minutes (7.6 hours)	