



## Family Assist presents the online training course **Family Mediation Skills Training**

We can train you to become a successful Mediator!

### Who should attend:

- Mediators wanting to specialize
- Attorneys
- Advocates
- Social workers
- Psychologists
- Counselors
- Coaches
- Clergy and all involved in family conflict resolution management.



*This course is also suitable for students in the legal and mental health professions.*

This online course Family Mediation Skills is comprehensive and includes relevant family law, mediation techniques and industry best practices. It covers hands-on mediation skills, legal framework, conflict and negotiation skills, communication and inter-personal skills, self-awareness, cultural sensitivity, drafting of the necessary agreements and basic knowledge of running and marketing a mediation practice.

The course is aligned with SAQA unit standard: 117848 "Conduct mediation in situations that require advanced skills" and is accredited by the Mediation Society of South Africa (MSSA) and ADR International Register. The course teaches you all the knowledge and competencies you need in your role as a Mediator, to be capable of preparing for, engaging in and evaluating mediation processes and be able to mediate effectively in conflict situations and family disputes.



## Training programme

- Detailed step-by-step guidance via lectures, exercises, skills tests and assessments.
- This is aided by video's, which portray the many aspects and stages of mediation.
- Optional additional reading in the form of pdfs or web-links to deepen your understanding of the various topics.
- Student discussion forum.
- Videos from guest presenters and mediation professionals.
- Coaching & feedback.
- Post-course assessed roleplays and assignments

### Course Outline:

- Module 1** Introduction to Mediation
- Module 2** Understanding Mediation
- Module 3** Conflict, Negotiation & Communication
- Module 4** The Mediation Process
- Module 5** Managing a Mediation Practice
- Module 6** Family Law Mediation
- Module 7** Bonus Module: Family Assist Child Focused Collaborative Mediation™
- Module 8** Graduation and Post-course Roleplays & Assessments

### Why do we provide training?

- We provide training because of our passion to share our knowledge and years of experience in the mediation field and to assist with supervision and skills development in the mediation industry.
- We want to engage with young mediators from multi-disciplinary fields to build skill and confidence in their working environment.
- To offer networking to influence positive change.
- We are committed to developing Family focused Mediation best practices and ADR concepts.

## Why Online learning

There is a shift towards a more interactive, collaborative approach in online training where the instructor's role is changed to ... "the guide on the side."

Online distance learning meets the needs of an ever-growing population of students who cannot or prefer not to participate in traditional classroom settings.

These learners include those unable to attend traditional classes, who cannot find a particular class at their chosen institution, who live in remote locations, who work full-time and can only study at or after work, and those who simply prefer to learn independently.

The minimum requirement for students to participate in an online course is access to a computer, the Internet, and the motivation to succeed in a non-traditional classroom.

Online courses provide an excellent method of course delivery unbound by time or location allowing for accessibility to instruction at anytime from anywhere.

Learners find the online environment a convenient way to fit education into their busy lives. The ability to access a course from any computer with Internet access, 24 hours a day, seven days a week is a tremendous incentive for many of today's students.

### Important to understand that:

- Increased responsibility for learning belongs to the student.
- Motivation for learning comes from successful completion of your Q & A and other assignments.

## Training Map Online Course Family Mediation

### STEP 1: Modules

- ❑ **Module 1**  
Introduction to Mediation
- ❑ **Module 2**  
Understanding Mediation
- ❑ **Module 3**  
Conflict, Negotiation & Communication
- ❑ **Module 4**  
The Mediation Process
- ❑ **Module 5**  
Managing a Mediation Practice
- ❑ **Module 6**  
Family Law Mediation
- ❑ **Module 7**  
Child Focused Mediation
- ❑ **Module 8**  
Post-course role plays & Assessments

### STEP 2: Main Topics

- ❑ Introduction
- ❑ What is Mediation?
- ❑ What is a Mediator?
- ❑ ADR processes
- ❑ Mediation Legislation
- ❑ Conflict Dynamics
- ❑ Conflict Management
- ❑ Negotiation Strategies
- ❑ Communication Skills
- ❑ Mediation Processes
- ❑ Preparing for Mediation
- ❑ Engaging in Mediation
- ❑ Evaluating the Mediation
- ❑ Psychology in Mediation
- ❑ Mediating for Money
- ❑ Contract Law
- ❑ Family Law
- ❑ Divorce
- ❑ Maintenance
- ❑ Parenting Plans & PRRA
- ❑ Child Focused Mediation

### STEP 3: Outcomes & Skills

- ❑ Principles of Mediation
- ❑ Role of a Mediators
- ❑ Mediation Models
- ❑ Managing Conflict
- ❑ Dealing with Emotions
- ❑ Facilitating Negotiations
- ❑ Active Listening Skills
- ❑ Advanced Mediation Skills
- ❑ Process Management Skills
- ❑ Dealing with Impasse
- ❑ Self-awareness & Bias
- ❑ Marketing your Practice
- ❑ Knowledge of Family Law
- ❑ Accrual Calculations
- ❑ Drafting of Agreements
- ❑ Drafting Parenting Plans
- ❑ Process Voice of the Child

### STEP 4: Assessments

- ❑ Student Discussion Forum
- ❑ Online Q & A's
- ❑ Mediation Video's & Lectures
- ❑ Video Presentations & Lectures
- ❑ Knowledge & Skills Test
- ❑ POE Questions
- ❑ Interactive Exercises & Quizzes
- ❑ Fun Homework Assignments
- ❑ Pdf's/links to Relevant Articles
- ❑ Live-online Assessments role plays
- ❑ Post-course Assignments
- ❑ Live-online Feedback Sessions
- ❑ Coaching and Debriefing



### Accredited by:

ADR International Register (*adr-register.com*)  
Mediation Society of South Africa



### Your hosts:



**Marici Corneli**

Nationally & Internationally  
Accredited Mediator and Trainer



**Jacqueline O'Brien**

Nationally & Internationally  
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### Link:

<https://www.cognitofrms.com/FamilyAssist1/GetAProspectus>

