



General Civil Training Course Content Form

Provide a brief description of how the course covers each of the subjects listed below and identify the areas in your attached agenda/manual that correspond to each subject.

A. *An overview of ADR processes*

B. *Mediation theory and history; role of the mediator*

C. *The mediation process, including the stages of mediation*

D. *Communication skills, including reframing, use of questions, note taking, and body language*



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E. *Conflict resolution techniques, including dealing with difficult situations that may arise during mediation; dealing with impasse*

F. *Drafting agreements, including role of attorneys in formalizing agreements*

G. *Ethics and professionalism*

H. *Court process*



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I. *Role plays*

J. *Handling escalating tension and violence in the mediation context (not domestic violence)*

K. *Diversity awareness*

L. *Other topics*