

# **COURSE OUTLINE FOR PULSE DISCOVERY MEDIATION**

## **PREPARING FOR THE PROCESS**

- Welcome to the PULSE Professional Master of ADR program
- Goals
- Schedule for the 7 weeks learning
- Necessary Skills for Speaking & Listening
- Let's Get Acquainted
- Expectations & Reservations
- Course Objectives

## **UNCOVERING WHAT IS**

- Why PULSE Conversations?
- A Facilitative Approach to Mediation
- Three Aspects of Conflict
- The Essential Process
- Why Mediation Works
- Transition Statements

## **LEARNING ABOUT PREMEDIATION**

- How to PREPARE for Inquiry
- UNCOVER the Circumstances – What is
- LEARN the Significance – Why is it important
- SEARCH and EXPLAIN – What could be
- How, What, Why, What if and What Next?

## **SEARCHING WHAT'S POSSIBLE**

- CONVENING THE MEDIATION
- EMOTION – STAYING LEVEL
- LOYALTY TO THE ABSENT
- GUESS WHO'S COMING TO THE TABLE

## **EXPLAINING WHAT'S NEXT**

- Revisiting the schedule for the week
- Final Practice Session
- Personal Action Plan
- Revisiting PULSE Advanced Program Goals
- Revisiting PULSE Objectives and Expectations
- Post-Training, Group Coaching
- A Celebration of Learning

## **DEMONSTRATION AND IMITATION**

Series of Video Clips and practical demonstration by Instructors and Coaches to facilitate the learning process will cover all the five key stages of the mediation process.