

IMA NEW MEDIATOR COURSE

TRAINER

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DELIVERY

Virtual classroom

DURATION

40 hours

Course Overview

This is the essential introductory mediation course. It is a cutting-edge certificate program for new mediators to build skills and confidence.

Our blended learning approach includes live coaching, community support, online self-paced learning, hands-on practice and dynamic classroom instruction.

Required coursework

1. Foundational content
2. Coached mediation simulations
3. Final assessment

The course is self-paced, so times listed below are approximate.

1. FOUNDATIONAL CONTENT

Duration (approximate)	Subject
1 hours	Overview <ul style="list-style-type: none">• Introduction to the course• How to join online community• Introduction to trainer• What to expect• How to complete the course• Items needed

3 hours

Conflict self-reflection

- Your reaction to conflict
- What's your number?
- Define conflict
- Conflict style assessment
- Implicit biases
- Perspectives

2 hours

Introduction to conflict management

- Overview of conflict management
- Alternative dispute resolution
- Sources of conflict
- BATNA
- Conflict iceberg
- Positions and interests
- Quiz

2 hours

Conflict engagement strategies

- Overview of this module
- How to suspend your reaction
- Leaning into conflict
- Reframing conflict
- Connecting with clients in conflict
- How to educate others about conflict
- Quiz

3 hours

Mediation primer + quiz

- Overview of this module
- Conflict definitions
- Mediation in various settings
- Sample mediations
- Mediation frameworks
- The mediation process
- Standards for mediators
- Quiz

3 hours	Mediator's opening statement + assignment <ul style="list-style-type: none"> • Purpose of an opening statement • Elements of an opening statement • Building your opening statement • Sample opening statements • Developing your opening statement • Practicing your opening statement • Assignment
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2. COACHED MEDIATION SIMULATIONS

Duration (approximate)	Subject
6 hours	Videos of sample mediation sessions
2 hours	Online mediation <ul style="list-style-type: none"> • Best practices for mediating online • Zoom tutorial • How to participate in coached simulations
1 hour	Enroll in simulations
12 hours	Coached mediation simulations
3 hours	Self-evaluation submission for each simulation

3. FINAL ASSESSMENT

Duration (approximate)	Subject
2 hours	Complete final assessment

Course Materials

Participants are required to use a notebook for recording responses and tracking progress.

Resources

Bonus content includes suggested reading and supportive materials for mediators.

Certificate

Upon successful completion of the course, participants receive a Certificate of Completion reflecting the 40-hour minimum requirements.