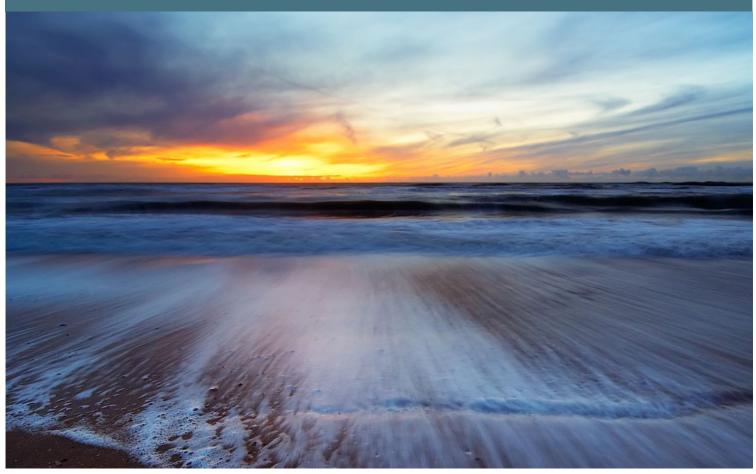




# IMPACT & CONCILIA FOR WORLD FOOD PROGRAMME

LEARNING TOOLS FOR MEDIATION PROCESSES
DAILY PROGRAM



**Impact International** are global leaders in sustainable business transformation and leadership development. We operate in 50 countries worldwide from offices in the UK, Europe, Asia Pacific and the USA.

Founded in 1999, **CONCILIA** is one of the national and international best-known and respected company in the field of alternative dispute resolution. CONCILIA is the first and the sole Italian IMI Certified Qualifying Assessment Program (QAP), and one of the only 20 in the world, for the qualification of top leader mediators.



## WFP LEARNING TOOLS FOR MEDIATION PROCESSES

#### DAILY PROGRAM (DRAFT 20/11/2013)

DAY 1	
8,30-8,45	Welcome Coffee
8,45-9,00	Impact and Concilia introduction, five days overview, presentation of the methodology
9,00-10,00	Icebreaker
10,00-10,20	Role of communication in a multicultural organization
10,20-10,50	Introduction on communication, misunderstanding and causes of a conflict onset
10,50-11,10	Coffee Break
11,10-12,10	WFP internal system of justice and role of Mediator (NanaYaa Nikoi and Simone Parchment -lawyers-)
12,10-13,20	Mediation and Conciliation: Updated legislation Tools of out-of-court dispute resolution
13,20-14,30	Lunch
14,30-15,20	Experiential project
15,20-16,00	<b>Exercise:</b> As an example of mediation, delegates states individual objectives on the learning program and then try and find shared objectives within the small group
16,00-18,00	<ul> <li>Mediation and Conciliation</li> <li>Differences between mediation and: process, arbitration, expertise, transaction, etc)</li> <li>Characteristics of ADR techniques</li> <li>Principles and nature of the mediation</li> <li>Different styles of mediation</li> </ul>

DAY 2	
8,30-8,45	Welcome Coffee
8,45-9,05	Exercise: Quality conversation session
9,05-9,35	Levels of conversation
9,35-10,15	The process of "human communication"  Verbal, para and non-verbal communication
10,15 -10,50	Experiential activity: Communicating : contents, emotions
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10,50-11,10	Coffee Break
11,10 -11,40	Working and communicating in a multicultural organization
11,40-12,10	5 standards of conduct in WFP
12,10-12,45	Plenary discussion: how to settle emotions and 5 standards of conduct?
12,45-13,50	Lunch
13,50-14,35	Exercise: Social Intelligence, Empathy and Active Listening + Review
14,35-15,45	Simulation on WFP real cases + Review
15,45-17,30	Mediation as an opportunity to communicate for the management of conflict between the parties
	The mediator, features, tasks, responsibilities: impartiality, neutrality, competence, ethics, professionalism, experience, confidentiality
17,30-18,00	Expectations on Mediators in WFP

## WFP LEARNING TOOLS FOR MEDIATION PROCESSES

DAY 3	
8,30-8,45	Welcome Coffee
8,45-9,45	Mediation and its phases 1/5:
	The "programming briefing" with the parties and the consultants of the parties
9,45-10,15	Simulation: the preliminary briefing
10,15-11,15	Mediation and its phases 2/5:
	The introductory phase and paraphrasing
	The monologue of mediator
	The paraphrase of the mediator
11,15-11,30	Coffee Break
11,30-12,10	Simulation: the introductory meeting
12,10-12,45	Reference of mediation forms/procedures in WFP
12,45-13,55	Lunch
13,55-14,30	Mediation and its phases 3/5:
	Plenary meetings and individual meetings
14,30-15,15	Simulation activity: group trial on individual and plenary meetings features
15,15-16,00	Mediation and its phases 4/5:
	The exploratory phase
16,00-16,30	Simulation: BATNA, WATNA, brainstorming
16,30-18,00	Mediation and its phases 5/5:
	Negotiation phases
	Agreement phases
	Advantages of having a written accord

DAY 4	
8,30-8,45	Welcome Coffee
8,45-10,00	Negotiation process and differences between Mediation
10,00-11,25	Role Playing: Mediation process on WFP real cases + Review
11,25-11,40	Coffee Break
11,40-12,40	Group Review and Experience sharing among participants
12,40-14,00	Lunch
14,00-15,00	Mediation Simulation: Small groups mediation process on WFP real cases
15,00-15,45	Plenary Review
15,45-16,30	Mediation Simulation: Small groups mediation on fixed cases
16,30-17,15	Plenary Review
17,15-17,30	Final Exam explanation
17,30-18,00	Q&A

### WFP LEARNING TOOLS FOR MEDIATION PROCESSES

DAY 5	
8,30-8,45	Welcome Coffee
8,45-9,15	Review of the day 4 <sup>th</sup>
9,15-10,15	Plenary review game on Mediation process
10,15-11,15	Mediation Simulation
11,15-11,30	Coffee Break
11,30-12,45	Feedback and Review
12,45-14,00	Lunch
14,00-18,00	Final Exam (theoretical and practical)



