



IMPACT



# 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.



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

### DAY 1

8,30-8,45	<b>Welcome Coffee</b>
8,45-9,00	<b>Impact and Concilia introduction</b> , five days overview, presentation of the methodology
9,00-10,00	<b>Icebreaker</b>
10,00-10,20	<b>Role of communication in a multicultural organization</b>
10,20-10,50	<b>Introduction on communication</b> , misunderstanding and causes of a conflict onset
10,50-11,10	<b>Coffee Break</b>
11,10-12,10	<b>WFP internal system of justice and role of Mediator (NanaYaa Nikoi and Simone Parchment -lawyers-)</b>
12,10-13,20	<b>Mediation and Conciliation:</b> Updated legislation Tools of out-of-court dispute resolution
13,20-14,30	<b>Lunch</b>
14,30-15,20	<b>Experiential project</b>
15,20-16,00	<b>Exercise: As an example of mediation</b> , delegates states individual objectives on the learning program and then try and find shared objectives within the small group
16,00-18,00	<b>Mediation and Conciliation</b> <ul style="list-style-type: none"> <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	<b>Welcome Coffee</b>
8,45-9,05	<b>Exercise:</b> Quality conversation session
9,05-9,35	<b>Levels of conversation</b>
9,35-10,15	The process of “ <b>human communication</b> ”  <b>Verbal, para and non-verbal</b> communication
10,15 -10,50	<b>Experiential activity:</b> Communicating : contents, emotions
10,50-11,10	<b>Coffee Break</b>
11,10 -11,40	<b>Working and communicating in a multicultural organization</b>
11,40-12,10	<b>5 standards of conduct in WFP</b>
12,10-12,45	<b>Plenary discussion: how to settle emotions and 5 standards of conduct?</b>
12,45-13,50	<b>Lunch</b>
13,50-14,35	<b>Exercise: Social Intelligence, Empathy and Active Listening + Review</b>
14,35-15,45	<b>Simulation</b> on WFP real cases + Review
15,45-17,30	<b>Mediation as an opportunity to communicate</b> for the management of conflict between the parties  <b>The mediator, features, tasks, responsibilities:</b> impartiality, neutrality, competence, ethics, professionalism, experience, confidentiality
17,30-18,00	<b>Expectations on Mediators in WFP</b>

## DAY 3

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

## DAY 4

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

# WFP LEARNING TOOLS FOR MEDIATION PROCESSES

## DAY 5

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

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