

Basic Mediation Course 27-30 November 2008 Marriott Resort, Surfers Paradise

COURSE EVALUATION

What I liked

- Constructive and in-dept analysis of practice sections by coaches; practice sessions.
- I liked input from coaches outside the law.
- Informative; great balance between theory and practical; challenging; spirit of environment.
- Theoretical skeleton; practical application; high quality lecturers/coaches.
- Format, pace, coaching.
- Good group of participants; Coaches & Instructors very good; format allowed learning then practice; good location and food.
- The opportunity to learn through role plays and have the benefit of input from the coaches.
- Surprisingly, the role plays were really helpful.
- Not just theory got more out of application and this committed me more to theory.
- The feedback of the coaches.
- Coaches at sessions. Excellent. Extremely valuable input. Excellent variety of presenters for the dry topics.
- Information not academic. Practical application.
- The course was practical; allowed some questioning of the methodology and debate; attended by superb coaches who were very frank and volunteered their practical experiences.
- Presenters/presentations. Clear, concise, relative information. Great videos.
- I liked the experience, professionalism and knowledge of the instructors and coaches. I liked the comprehensive documents and cards.
- Well structured course. Extremely approachable presenters and coaches.
- Terrific course with excellent content, coaches, pacing, refreshments. Role plays
 were interesting, varied and gave lots of opportunities to practise different aspects
 of process.
- Style of presenters. Hands on training. War stories/experience.
- Role play most effective way of seeing the skills and process in action, experienced the difficulties and recognised patterns.
- The learning in context; anecdotal material. Enthusiasm of the lecturers and coaches. Great written material.
- The feedback and the direction of the course with a practical focus.



What could have been done differently?

- Earlier start on first day.
- More opportunity to move around reduce amount of time you are sedentary.
- A classier dinner location next time, please.
- I would not change anything.
- More time spent practising formulating questions.
- More role playing with coaching on smaller chunks of the process eg up to getting the questions, so that each stage in the process is learned by doing.
- I would like to role play parts of the process from the start of the course.
- Coffee in the morning.
- Less time on the sheets kept around the walls for mediation questions or more time answering them.
- A live practical mediation for group dissenting at various stages done with outside parties as actors.
- Coffee each morning (essential) **before** start. More time available on exercises.
- More emphasis on why (especially at the top triangle) and maybe any relevant research.
- Coffee in the morning. Intake session.
- Very little. Happy with the course agenda and pace.
- Less cards too much information. A way should be found of distilling the information into principles/concepts which could be practised. (I realise that may be easier said than done).
- Would have liked more opportunity to explore intake process and difference it makes to mediation when armed with the full facts beforehand.
- Coaches have differing approaches, can be hard to reconcile.
- Perhaps have coaches/presenters 'perform' a mediation in front of class to a scenario the way we did, where student can press 'pause' and discuss/ask questions etc – be more interactive than the video and would be great if halfway between the role play days.
- Coffee available each morning before first session.
- Settlement → role/reality consciously contrasted → when to cease a mediation.

What else would I like to learn

- How to frame an agenda; keep in the top triangle as long as possible.
- More theories of mediation for use in practice rather than theory, and after accreditation.
- Better negotiation skills; how to better manage conflict.
- More practical application exercises.
- Attend advanced course.
- Practice.
- When do you stop beating the dead horse when do you give up on a mediation or do you soldier on till a party leaves in a huff.
- Conflict theory (more about!).
- Specific interventions before role plays to get some better "flow".



- More problem solving with difficult clients.
- More emphasis on *why* (especially at the top triangle) and maybe any relevant research.
- Advanced course.
- Would have liked a session on the physiological/psychological aspects of human nature, and why humans react in certain ways.
- How to effectively practise the course between now and accreditation assessment.
- More psychology about underlying causes of disputes, emotional responses and hypnosis. (ha ha) Look in to my eyes!
- Career path options/guidance.
- How does co-mediation work?
- More about the process theory once I am familiar with how the process works in practice.
- Difference between acting a role and what it feels to do the real thing.