

Program Mediation Workshop

Nordic-Baltic Capacity Building Seminar - 5 September 2018, Vilnius

Program

- 13.00 **Understanding the mediation process** and the negotiation tools used in mediation.
- The difference between demands, rights and interests.
- Multiple realities with a focus on the different perceptions the parties have.
- Alignment of the parties' process. How to facilitate the parties in the same phase at the same time hereby supporting and securing collaboration.
- The difference between intrapersonal, interpersonal and systemic conflicts
- The escalation of conflicts.
- 14.15 Break
- 14.30 **Mock-up** Forest Ethics and Limited Brand (Victoria´s Secret)
The mediation will be a practical training, where all participants are active – either as mediator, party or as an observer.
- 15.30 Sharing of **best mediation practice** after the mock-up – observers
- What was the framework for the mediation – phase 0
 - What was it the parties wanted to gain from the mediation – phase 0
 - How to stop a person who is taking all the space – phase 1
 - How to stop accusations towards each other – phase 1
 - How to secure momentum and focus in the mediation – phase 1
 - Clarification of interests – phase 2
 - Using a flip over to create common ground between the parties – phase 2
 - Generating solutions in separate meeting (caucus) or joined meetings– phase 3
 - Creating the agreement - phase 5
 - "Empty chairs", e.g. where the board has an opinion, but is not present in the mediation.
 - Are personal issues present – intrapersonal conflicts in relation to interpersonal and structural conflicts.

- 16.00 Break
- 16.20 **Mock-up** made with inspiration from the Danish MKI-case – PWT Group A/S and Clean Clothes Campaign
The mediation will be a practical training, where all participants are active – either as mediator, party or observer.
- 17.30 Sharing of **best mediation practice** after the mock-up.
- 18.00 End of day

Facilitator



mediationcenter was established in 2000 by Tina Monberg. Tina Monberg is a lawyer and qualified psychotherapist. She was educated as a mediator by Professor Frank E. A. Sander of Harvard Law School and in win-win negotiation by Professor Robert H. Mnookin of Harvard Law School. She has previously run her own law firm and worked as a corporate lawyer, but now functions as a mediator, coach and teacher, working at mediationcenter. Tina has specialized in preventing, handling, and solving business conflicts in an interest-based way, so that from a conflict, no one comes out as a loser. In relation to this, she has created a conflict management concept, which has been implemented into a number of Danish organisations. She has worked together with The Danish Bar Association to help implement mediation into Denmark. Tina wrote the books "Serve to Profit", "Two Winners - Mediation as Positive Conflict Resolution" and "Handbook of Human Conflict Technology" and has co-written several management books.

mediationcenter provides conflict mediation and develops strategies to bring solutions to a wide range of disagreements and disputes. The aim is to transform the conflict by bringing renewed energy and cooperation to the dialogue and create an environment, where mutual interests are recognised. It is a process, which aligns all parties for a positive outcome.