



Day 2 Wednesday, September 13, 2023, 9:00 AM to 4:00 PM

Trainers: Josh Hoch, Nnena Odim, Timothy Linnehan, and Diana Chiang
Expert: Suzette Fagan Clarke, Chief Housing Specialist, Southeast Division
Coach: Robin DiGiammarino

9:00 Welcome and Introductions

 Mediation Test

 Why We Mediate

 Negotiation Concepts and the Mediation Process (3-1)

 Goals and Skills of the Initial Joint Session (2-12)

 Goals and Skills of the Mediator Caucus (2-12)

 Goals and Skills of Early & Later Private Sessions (2-20, 2-25)

 Notetaking – (4-20)

10:45 *Break*

 Role-play I

12:30 *Lunch*

 Large Group Debrief

 Cognitive Barriers

 Listening Triangle (4-1)

2:45 *Break*

 Listening Triangle - Continued

 Housing Specialist - Expert Discussion

 Lessons Learned

4:00 End of Day