

Mediation Training Program

Welcome
Day 6 of 6!



Welcome / Introduction of Trainers

- Josh Hoch
- Nnena Odim
- Diana Chaing
- Elizabeth Delacruz, Chief Housing Specialist, Northeast Division



Housekeeping

- Start at 9:00 AM, end at 3:00 PM
- Stay hydrated and comfortable
- Break at 10:45 AM
- Lunch at 12:30 PM
- Training Manuals
- Final Training Evaluation
- www.mwi.org/housing-resources



Day 6: Mediation Training

- Welcome and Introductions
- Preparing for Challenging Behaviors Activity
- Bias and Neutrality in Mediation (continued)
- 17 Camels
- Best Practice Tips (Agreement Writing and Mediating)
- Dealing with Challenging Behaviors
- Guests:
 - Chief Justice Diane H. Horan
 - Deputy Court Administrator Benjamin Adeyinka
- Expert Talk - Elizabeth Delacruz, Chief Housing Specialist, Northeast Division
- Mediation Resources
- Review of Training Goals
- BIN / Lessons Learned
- Final Evaluations



Help

- Text Josh at 857-719-6642
- Doomsday, 712-775-8962, Conference Code: 681708



Group Norms

- Confidentiality
- Nonjudgmental
- Participate
- Patience
- Try new (different) things
- Take risks
- Keep an open mind
- Learn from others
- Stay present
- Encourage others



Introductions

- Name
- Location
- Show & Tell – Something near you that is meaningful and why. You can't use the words **cell** or **phone**.



Dealing with Difficult Behaviors - Prep



Neutrality - Poll



Agreement Writing

- Tenant agrees to waive any claim - security deposit
- Landlord will accept \$1,000 for arrears
- Landlord will fix kitchen faucet leak
- Tenant stays
- Communication / Notice



Best Practice Tips



17 Camels



Preparation: Challenging Behaviors or Situations

4 Groups of 4

- Create short role-play using a challenging behavior/situation
- Assign roles (neighbor, landlord, tenant, attorney)
 - two parties
 - two mediators – mediators will mediate a role-play created by another group



Preparation: Challenging Behaviors

- **Examples:**

- Disruptive attorney
- Disgruntled litigant
- Attorney not letting his/her client talk
- Landlord's attorney giving tenant misleading information
- Litigants who are loud and passionate / court officer might come in
- Lack of respect for the (new) mediator
- Different behavior with mediator and judge
- Time – tenant just wants to leave
- When a mediator thinks the agreement isn't good for a litigant
- Attorney not wanting to hear the Mediator's Opening



Mediation Fishbowl

What were the Challenges / Personalities?

What Worked Well?

- Watch and create a list of skills/tools

What Additional Skills or Tools Might You Use?

- Discussion



Expert Remarks

- Elizabeth Delacruz, Chief Housing Specialist, Northeast Division



Your Goals – Day 1

- Refine the opening statement
- Work on neutrality
- Obtain new skills / Gain better skills / Refresh Skills
- Learn skills to make my mediations go better
- Learn new approaches to mediation
- Apply new tools
- Think about why we do what we do
- Listen and learn
- Learn how others mediate
- Make what I learn my own
- Become trained as a mediator



Lessons Learned



Evaluations / Wrap Up

- Please complete evaluations before leaving:

<https://www.mwi.org/housing-final-eval/>

- Certificates of Completion and Book will be hand-delivered

Thank you for taking the time to provide feedback.



Thank you!

Thank you for participating in
32 hours,
6 days
of
mediation training!

