

## **2-Day On-Line Conciliation Training Program**

### **AGENDA**

#### **Day One**

- 8:30 Welcome & Introduction
- Conciliation Process & Role of Conciliator
- Conciliation Demonstration & Debrief
- Break
- Conciliation Introduction Exercise
- 1<sup>st</sup> Conciliation Role Play
- Cognitive Barriers
- 1:00 Adjourn

#### **Day Two**

- 8:30 Ethical Standards
- Bias
- Conflict Resolution & Communication Skills
- Break
- 2<sup>nd</sup> Conciliation Role Play
- Group Debrief
- Challenges and Strategies
- 12:55 Wrap Up