



40-HOUR MEDIATION TRAINING

DAY 1

INTRODUCTION TO MEDIATION

DR. LIONEL GREEN, J.D.



“BUILDING BRIDGES. RESOLVING DISPUTES. EMPOWERING FUTURES.”



BUILDING BRIDGES

Foster understanding and connection.



RESOLVING DISPUTES

Find solutions that save time, money, and relationships.



EMPOWERING PEOPLE

Help individuals and communities create their own solutions.



CREATING FUTURES

Stronger outcomes.
Stronger communities.
Stronger futures.



40-Hour
Certification
Program



Maryland Rule 17
Aligned



Interactive &
Practical Training



Sports &
Entertainment
Focus

YOU WILL LEARN:

- ✓ Understand ADR vs. litigation
- ✓ Define mediation
- ✓ Identify mediator roles
- ✓ Recognize types of disputes

EMPOWERING MEDIATORS. STRENGTHENING COMMUNITIES.



BUILDING BRIDGES. RESOLVING DISPUTES.
EMPOWERING FUTURES.

DAY 1 • SLIDE 2

COURSE OVERVIEW

A 40-HOUR JOURNEY TO BECOME A SKILLED, CONFIDENT, AND IMPACTFUL MEDIATOR.



40-HOUR CERTIFICATION PROGRAM
Comprehensive training. Real-world skills.



MARYLAND RULE 17 ALIGNED
Meets state standards. Court recognized.



INTERACTIVE & PRACTICAL TRAINING
Engage. Practice. Master.



SPORTS & ENTERTAINMENT FOCUS
Specialized training for unique industries.



OUR MISSION: TO EQUIP YOU WITH THE SKILLS TO TRANSFORM CONFLICT INTO OPPORTUNITY.



TODAY'S FOCUS



Understand the structure and goals of the course.



Preview key topics and learning outcomes.



Meet your instructors and connect with your cohort.



Get ready to grow, practice, and make an impact.



TALKING POINTS



PURPOSE: We're here to build your skills and your confidence.



PROCESS: Interactive, practical, and designed for real life.



PARTNERSHIP: Your voice matters. Your growth matters.



POTENTIAL: You have the power to help others find solutions.



BE THE BRIDGE. MAKE THE DIFFERENCE.

WHAT IS MEDIATION?



A BETTER WAY TO RESOLVE CONFLICT

Mediation is a voluntary, confidential process where a neutral third party helps people in conflict communicate, understand, and reach a solution they both agree on.



COMMUNICATION
Encourages open and respectful dialogue.



COLLABORATION
Empowers people to create their own solutions.



CONFIDENTIALITY
What's said in mediation stays in mediation.



CHOICE
You control the outcome, not a judge.



OUR ROLE
We don't take sides. We help build understanding and guide people to solutions.

MEDIATION VS. LITIGATION

Mediation puts the power back in the hands of the people.

	MEDIATION	LITIGATION
CONTROL	You decide	A judge or jury decides
COST	Lower	Higher
TIME	Faster	Slower
RELATIONSHIPS	Preserved	Often damaged
OUTCOME	Win-Win	Win-Lose



TALKING POINTS

- ✓ Mediation is not about winning. It's about solving.
- ✓ The mediator is neutral, not a judge.
- ✓ Confidentiality creates safety.
- ✓ Solutions come from the people, not the mediator.
- ✓ Mediation strengthens relationships and saves resources.



REMEMBER

Mediation isn't just a process—it's a mindset. We choose **understanding** over blame and **solutions** over stalemates.



“ WE DON'T JUST SETTLE DISPUTES. WE BUILD BETTER FUTURES. ”



**BUILDING BRIDGES.
RESOLVING DISPUTES.
EMPOWERING FUTURES.**

DAY 1 • SLIDE 4

THE ROLE OF THE MEDIATOR



NEUTRAL. SKILLED. TRUSTED.

The mediator is the guide who helps people in conflict find their own way to a workable solution.



WHAT MEDIATORS DO



LISTEN

We listen to understand, not to judge.



FACILITATE

We keep conversations respectful and productive.



CLARIFY

We help uncover interests, needs, and options.



GUIDE

We keep the process on track toward agreement.



EMPOWER

We empower people to make informed decisions.



OUR PURPOSE:

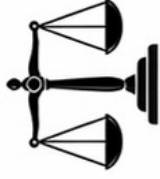
To create a safe space where people can talk, understand each other, and build their own solutions for the future.

MEDIATOR CORE PRINCIPLES

- ✓ **NEUTRALITY:** No sides. No agenda.
- ✓ **IMPARTIALITY:** Fair to everyone, always.
- ✓ **CONFIDENTIALITY:** What's shared stays here.
- ✓ **RESPECT:** We value every voice.
- ✓ **INTEGRITY:** We uphold the process.
- ✓ **COMPETENCE:** We use proven skills.

WHAT MEDIATORS DON'T DO

- ✗ We don't take sides.
- ✗ We don't judge.
- ✗ We don't give legal advice.
- ✗ We don't decide the outcome.
- ✗ We don't guarantee agreements.



TALKING POINTS

- The mediator is the process keeper, not the decision maker.
- Everything starts and ends with the people in conflict.
- A good mediator is a good listener, a clear communicator, and a neutral guide.
- Our job is to help people move from conflict to clarity—and from clarity to agreement.



REMEMBER: Mediators don't have all the answers—we help people discover their own.



The best mediators don't control the conversation. They create the conditions for understanding.





BUILDING BRIDGES.
RESOLVING DISPUTES.
EMPOWERING FUTURES.

DAY 1 • SLIDE 5

THE BENEFITS OF MEDIATION



BETTER FOR PEOPLE. BETTER FOR COMMUNITIES. BETTER RESULTS.

Mediation offers a smarter, faster, and more collaborative way to resolve conflict—without going to court.



SAVES TIME

Faster resolutions without court delays.



SAVES MONEY

Lower costs, no court fees or attorneys required.



CONFIDENTIAL

What's said in mediation stays in mediation.



PRESERVES RELATIONSHIPS

Promotes understanding and communication.



PARTY CONTROL

You decide the outcome, not a judge or jury.



DURABLE SOLUTIONS

Agreements are built by the people, for the people.



MEDIATION CREATES VALUE



Stronger Relationships



Better Solutions



Less Stress



Stronger Communities

WHY IT MATTERS

Mediation isn't just about resolving today's conflict—it's about creating a better tomorrow.



- ✓ For Individuals: Less stress, more control, better outcomes.
- ✓ For Organizations: Reduced disruption and cost.
- ✓ For Communities: Stronger connections and lasting peace.

TALKING POINTS

- Mediation is voluntary, but the benefits are powerful.
- You stay in control of the outcome.
- It's faster, more affordable, and less adversarial.
- Confidentiality creates a safe space to be honest.
- Solutions last longer when you create them together.



*Be the bridge.
Make the difference.*

TYPES OF DISPUTES



**CONFLICT IS A PART OF LIFE.
MEDIATION HELPS US DEAL WITH IT—TOGETHER.**

Mediation can be used in a wide range of disputes across many areas of life.

COMMON TYPES OF DISPUTES MEDIATED



COMMUNITY
Neighbors, HOAs,
public policy,
quality of life.



WORKPLACE
Employee conflicts,
harassment, teamwork,
wrongful termination.



FAMILY
Divorce, parenting plans,
child support, elder
care, inheritance.



CIVIL
Contract disputes, debt,
property, negligence,
small claims.



EDUCATION
Student disputes, school
discipline, IEP/504,
bullying.



GOVERNMENT
Citizen complaints, policy
disputes, administrative
conflicts.



**DIFFERENT DISPUTES. DIFFERENT ISSUES.
SAME GOAL: RESOLUTION.**

Whether the issue is big or small, mediation helps people:



COMMUNICATE
more effectively



UNDERSTAND
each other better



FIND CREATIVE
solutions



MOVE FORWARD
with confidence



THINK ABOUT IT

Disputes show up in many forms,
but the impact is often the same:

- ✓ Strained relationships
- ✓ Wasted time and money
- ✓ Emotional stress



TALKING POINTS

- Disputes are a natural part of life.
- Mediation works in more situations than you might think.
- No matter the type of conflict, people want to be heard, understood, and respected.
- As a mediator, you help people turn disagreement into dialogue—and dialogue into solutions.



**EVERY DISPUTE HAS A STORY.
OUR JOB IS TO HELP WRITE A BETTER ENDING.**

THE MEDIATION PROCESS



A CLEAR PATH. A BETTER OUTCOME.

Mediation follows a series of steps designed to build understanding, explore options, and reach mutually acceptable solutions.

THE SIX STAGES OF MEDIATION



1

OPENING

The mediator greets everyone, explains the process, and sets the ground rules.



2

STORYTELLING

Each person shares their perspective without interruption.



3

ISSUE IDENTIFICATION

The mediator helps uncover the key issues, interests, and underlying concerns.



4

OPTION GENERATION

Together, we brainstorm as many possible solutions as we can.



5

NEGOTIATION

We evaluate the options, discuss trade-offs, and find common ground.



6

AGREEMENT

The terms are finalized, put in writing, and everyone leaves with a clear path forward.



EACH STAGE BUILDS TRUST, CLARITY, AND MOMENTUM TOWARD A SOLUTION.

DIFFERENT STYLES. SAME GOAL.

Mediators may use different approaches, but the goal is always the same: helping people communicate, understand, and reach agreement.



EVALUATIVE

The mediator may offer opinions about the strengths and weaknesses of each side.

Good for: experienced parties who want guidance.



FACILITATIVE

The mediator focuses on communication and helps the parties find their own solutions.

Good for: parties who want full control of outcomes.



TRANSFORMATIVE

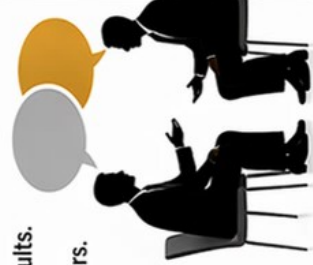
The mediator helps improve relationships and builds understanding, even if full agreement isn't reached.

Good for: high-conflict situations where relationships matter.



TALKING POINTS

- ✓ The process is flexible, not rigid.
- ✓ We move at the pace that builds the best results.
- ✓ Every voice is heard. Every perspective matters.
- ✓ Solutions come from the people in conflict, with the mediator's guidance.
- ✓ When people feel heard, they make better decisions—together.





**BUILDING BRIDGES.
RESOLVING DISPUTES.
EMPOWERING FUTURES.**

DAY 1 • SLIDE 8

THE WBGR FOCUS



OUR MISSION. OUR METHOD. YOUR FUTURE.

At WBGR ADR Institute, we train mediators who lead with integrity, communicate with purpose, and create real-world impact.



WHAT SETS WBGR APART



PRACTICAL TRAINING

Real-world scenarios. Real-life skills.



PEOPLE-FIRST APPROACH

We lead with empathy, respect, and cultural awareness.



ETHICS & INTEGRITY

We build mediators the public can trust.



COMMUNITY IMPACT

We strengthen families, organizations, and communities.



FUTURE FOCUSED

We prepare you for opportunities that create change.



OUR MISSION

To develop highly skilled, ethical, and effective mediators who use communication to resolve conflict and empower people to build better futures.

YOUR LEARNING EXPERIENCE



INTERACTIVE DISCUSSIONS

Learn. Share. Grow together.



REAL-WORLD SCENARIOS

Practice skills that reflect everyday conflict.



EXPERT GUIDANCE

Learn from experienced mediators and professionals.



REFLECTION & FEEDBACK

Build self-awareness and improve with purpose.



A SUPPORTIVE COMMUNITY

You're not just a student, you're part of a network.

OUR COMMITMENT TO YOU

- ✓ High-quality training that meets Maryland Rule 17 standards and beyond.
- ✓ A safe space to learn, ask questions, and grow.
- ✓ Tools and techniques you can use immediately.
- ✓ A foundation of confidence, credibility, and purpose.
- ✓ Lifelong support from a team that believes in your success.



“ WE DON'T JUST TEACH — MEDIATION. WE DEVELOP LEADERS WHO TRANSFORM COMMUNITIES. — ”



AT WBGR, WE BUILD BRIDGES TOGETHER— BETWEEN PEOPLE, POSSIBILITIES, AND PURPOSE.

YOUR JOURNEY STARTS HERE. YOUR IMPACT STARTS NOW.





**BUILDING BRIDGES.
RESOLVING DISPUTES.
EMPOWERING FUTURES.**

DAY 1 • SLIDE 9

ESSENTIAL SKILLS OF A MEDIATOR



GREAT MEDIATORS ARE MADE, NOT BORN.

These core skills help you guide conversations, build trust, and create breakthrough solutions.



THE CORE SKILLS EVERY MEDIATOR NEEDS



ACTIVE LISTENING

Listen to understand, not just to respond.



EFFECTIVE COMMUNICATION

Ask clear questions. Speak with purpose.



EMPATHY

Understand emotions. Build genuine connection.



ANALYTICAL THINKING

Identify issues, patterns, and opportunities.



NEUTRALITY

Stay impartial. Build trust with every party.



PROBLEM SOLVING

Help people explore options and find solutions.



MEDIATION ISN'T ABOUT HAVING ALL THE ANSWERS.

IT'S ABOUT USING THE RIGHT SKILLS TO HELP PEOPLE FIND THEIRS.

WHY THESE SKILLS MATTER

- ✓ **BUILD TRUST:** People open up when they feel heard and respected.
- ✓ **REDUCE TENSION:** The right skills turn conflict into conversation.
- ✓ **CREATE CLARITY:** Good questions lead to real understanding.
- ✓ **SPARK SOLUTIONS:** When people feel safe, they get creative.
- ✓ **DRIVE RESULTS:** Strong skills lead to strong agreements.



TALKING POINTS

- Skills can always be learned and improved.
- The more we practice, the more natural they become.
- These skills are the tools of our profession.
- When we use them well, everyone wins.
- Your growth as a mediator starts with awareness and practice.



THE WBGR PROMISE

We don't just teach theory. We build practical skills. You'll leave this training with tools you can use—right away.



**“ SKILLS GIVE YOU CONFIDENCE.
PRACTICE GIVES YOU IMPACT.
PURPOSE GIVES YOU FULFILLMENT. ”**

**STRONG SKILLS. STRONGER MEDIATORS.
STRONGER FUTURES.**





**BUILDING BRIDGES.
RESOLVING DISPUTES.
EMPOWERING FUTURES.**

DAY 1 • SLIDE 10

REVIEW & WRAP-UP



GREAT BEGINNINGS. STRONG FOUNDATIONS. BRIGHT FUTURES.

Today, you took the first step on your journey to becoming a confident, skilled, and impactful mediator.



TODAY WE COVERED



WHAT MEDIATION IS
A better way to resolve disputes.



THE ROLE OF THE MEDIATOR
A neutral guide, not a decision-maker.



THE BENEFITS OF MEDIATION
Faster, cheaper, confidential, and people-focused.



TYPES OF DISPUTES
Many areas of life. One tool for resolution.



THE MEDIATION PROCESS
A clear path from conflict to agreement.



ESSENTIAL SKILLS
The tools that make great mediators successful.



YOU'VE BUILT THE FOUNDATION. *The journey continues tomorrow.*

KEY TAKEAWAYS

- ✓ **MEDIATION IS POWERFUL:**
It transforms conflict and empowers people.
- ✓ **THE MEDIATOR MATTERS:**
Your neutrality, skills, and heart make the difference.
- ✓ **THE PROCESS WORKS:**
When followed with care, it leads to real outcomes.
- ✓ **SKILLS CAN BE GROWN:**
With practice, you'll become more confident.
- ✓ **YOUR IMPACT IS REAL:**
You help people. You strengthen communities.



REFLECTION

Take a moment to think about:

- What stood out to you most today?
- What questions do you still have?
- How do you see yourself using mediation in the future?
- What kind of mediator do you want to become?



WHAT'S NEXT

DAY 2 WILL BUILD ON THIS FOUNDATION.



We'll go deeper.



Explore more.



Practice together.



Keep growing.

Be ready to share, learn, and take another step forward.



TALKING POINTS

- You showed up. You listened. You learned.
- That's what strong mediators do.
- Every expert was once a beginner.
- You're on the right path.
- Keep asking questions, stay curious, and trust the process.
- We're building something great—together.



THANK YOU FOR YOUR ENERGY, ENGAGEMENT, AND COMMITMENT. YOU'VE TAKEN THE FIRST STEP. WE'RE PROUD TO BE ON THIS JOURNEY WITH YOU.



LOOKING AHEAD WITH PURPOSE



YOU'VE TAKEN THE FIRST STEP. THE POSSIBILITIES ARE ENDLESS.

This is just the beginning of your journey to becoming a confident, skilled, and impactful mediator.

WHAT YOU'VE ACCOMPLISHED TODAY



YOU LEARNED
the foundations
of mediation and
your vital role.



YOU EXPLORED
the process, benefits,
and real-world
applications.



YOU DEVELOPED
awareness of the
essential skills that
make a great
mediator.



YOU BUILT
a strong base of
knowledge, and
confidence, and
purpose.



YOU JOINED
a community
committed to
making a real
difference.



**YOU TOOK
THE FIRST STEP**
toward a future
filled with impact
and opportunity.



EVERY EXPERT WAS ONCE A BEGINNER. EVERY JOURNEY STARTS WITH A SINGLE STEP.

You've taken yours—now let's keep moving forward.



TOMORROW, WE GO DEEPER

Day 2 will build on today's foundation with:

- ✓ Deeper dives into each stage of the process
- ✓ Advanced communication techniques
- ✓ Real-world scenarios and practice
- ✓ Ethics, boundaries, and best practices
- ✓ More tools to grow your confidence

Get ready to learn, practice, and grow!



TALKING POINTS

- Today was about building the foundation. Every great structure starts with a solid base.
- You asked great questions, shared great ideas, and showed up ready to learn.
- Growth happens between sessions. Use that time wisely.



YOUR ACTION STEP

Before Day 2, take a few minutes to:



Review your notes
Highlight key takeaways.



Reflect on one thing
you're most excited to apply.



Share something you learned
with someone else.

Reinforce it. Own it. Build on it.



REMEMBER

- ✓ **YOU HAVE PURPOSE**
You're here to help people and strengthen communities.
- ✓ **YOU ARE CAPABLE**
You have what it takes to succeed.
- ✓ **YOU ARE NOT ALONE**
You're part of a team that believes in you.
- ✓ **YOU ARE JUST GETTING STARTED**
The best is yet to come.



- Your journey as a mediator will be filled with challenges, breakthroughs, and incredible moments.
- We're excited to see what you'll accomplish.
- Let's keep building—together.



THE JOURNEY HAS BEGUN.

THE IMPACT WILL BE LASTING. *Let's keep building bridges.*





**BUILDING BRIDGES.
RESOLVING DISPUTES.
EMPOWERING FUTURES.**

DAY 2 • SLIDE 1

WELCOME TO DAY 2



DEEPER SKILLS. REAL PRACTICE. GREATER IMPACT.

Today, we build on yesterday's foundation by diving deeper into the mediation process, strengthening your communication skills, and applying what you've learned to real-world scenarios.



TODAY'S FOCUS



DEEPER UNDERSTANDING
We explore each stage of the mediation process in greater detail.



STRONGER COMMUNICATION
We build the skills to listen, ask powerful questions, and manage emotions.



PRACTICAL APPLICATION
We practice real scenarios to build confidence and competence.



ETHICS & PROFESSIONALISM
We examine the standards that guide every mediator's decisions.



PREPARING FOR SUCCESS
We set you up with tools, strategies, and mindset for the road ahead.



EVERY GREAT MEDIATOR WAS ONCE A STUDENT. EVERY EXPERT WAS ONCE A BEGINNER.

Your journey continues today.



WHAT TO EXPECT TODAY

- ✓ **ENGAGING LESSONS**
Interactive, practical, and designed for real-life impact.
- ✓ **HANDS-ON PRACTICE**
Work through scenarios that build your skills.
- ✓ **EXPERT GUIDANCE**
Learn from experienced professionals who are passionate about your success.
- ✓ **SUPPORTIVE COMMUNITY**
Collaborate, share, and grow with your peers.
- ✓ **ACTIONABLE TAKEAWAYS**
Leave with tools you can use right away.

TODAY'S MINDSET



BE OPEN
New learning leads to new opportunities.

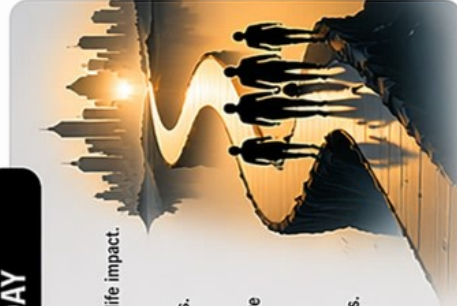
BE CURIOUS
Ask questions. Seek understanding.

BE BOLD
Step outside your comfort zone and grow.



TALKING POINTS

- Day 2 is where knowledge turns into skill.
- Practice builds confidence. Confidence creates impact.
- It's okay to challenge yourself. That's how you grow.
- Every question you ask brings you closer to mastery.
- **LET'S LEARN. LET'S PRACTICE. LET'S KEEP BUILDING BRIDGES.**



**DAY 2 IS YOUR OPPORTUNITY TO GROW
YOUR SKILLS, YOUR CONFIDENCE, AND YOUR IMPACT.
LET'S MAKE IT COUNT.**

COMMUNICATION SKILLS



STRONG COMMUNICATION. STRONGER OUTCOMES.

As a mediator, your words—and how you listen—can transform conflict into understanding and keep the path to resolution open.



THE CORE COMMUNICATION SKILLS YOU WILL USE EVERY DAY

ACTIVE LISTENING
Focus fully, listen for understanding, not just to respond.

CLEAR SPEAKING
Use simple, respectful language. Less is often more.

EMPATHETIC RESPONSES
Acknowledge feelings without agreeing or taking sides.

POWERFUL QUESTIONS
Ask questions that open minds, not shut them down.

RESPECTFUL DIALOGUE
Help parties speak and listen to each other with respect.



THE ART OF ACTIVE LISTENING

People don't always need advice. They need to be heard. When you truly listen, people feel valued, understood, and more open to solutions.

BE PRESENT
Give full attention.

LISTEN WITHOUT INTERRUPTING
Let them finish.

NOTICE EMOTIONS
Tune in to how it is being said.

REFLECT & PARAPHRASE
Restate to confirm understanding.

CONFIRM UNDERSTANDING
Ask, "Did I get that right?"



SPEAKING WITH IMPACT

The right words, spoken the right way, at the right time, can move people forward.

TIPS FOR EFFECTIVE SPEAKING

BE CLEAR
Use plain, simple language.

STAY NEUTRAL
No judgment. No assumptions.

FOCUS ON THE ISSUE, NOT THE PERSON
Keep it respectful.

KEEP IT BRIEF
Short, focused statements have power.

SPEAK TO BUILD, NOT TO WIN
Your goal is progress, not being right.



COMMUNICATION BARRIERS TO WATCH FOR

These can get in the way of understanding. As a mediator, help clear the path.

INTERRUPTING
Shuts people down.

ASSUMING
Leads to misunderstanding.

DEFENSIVENESS
Blocks open conversation.

COMPLEX LANGUAGE
Confuses and loses people.

EMOTIONAL REACTIVITY
Escalates tension.



YOUR ROLE AS A COMMUNICATION GUIDE

You set the tone. You support understanding. You keep the conversation productive.

GUIDE THE CONVERSATION
Help parties stay focused and on track.

MODEL RESPECT
Your calm, respectful tone sets the standard.

CREATE CLARITY
Summarize, reframe, and help them move forward.

TALKING POINTS

- Great communication creates safe space.
- Listening builds trust.
- Good questions create better answers.
- Neutral words build momentum.
- Your communication skills are your superpower.



WHEN PEOPLE FEEL HEARD, THEY OPEN THEIR HEARTS.
WHEN THEY OPEN THEIR HEARTS, SOLUTIONS BECOME POSSIBLE.

ACTIVE LISTENING DEEP DIVE



LISTEN TO UNDERSTAND, NOT JUST TO RESPOND.
When you listen with intention, people feel heard, trust grows, and the door to solutions opens.



WHAT ACTIVE LISTENING IS (AND ISN'T)

ACTIVE LISTENING IS:

- ✓ Fully focusing on the speaker
- ✓ Seeking to understand
- ✓ Noticing emotions and tone
- ✓ Reflecting and clarifying
- ✓ Creating space for others to express



ACTIVE LISTENING ISN'T:

- ✗ Waiting for your turn to talk
- ✗ Planning your response
- ✗ Giving advice too soon
- ✗ Judging or deciding
- ✗ Getting distracted



PEOPLE DON'T NEED YOU TO FIX THEM. THEY NEED YOU TO HEAR THEM.
Feeling heard is the first step toward finding common ground.



THE 5 CORE BEHAVIORS OF ACTIVE LISTENING



BE PRESENT
Give your full attention.
Put distractions aside.



LISTEN WITHOUT INTERRUPTING
Let the speaker finish their thought.



NOTICE EMOTIONS & TONE
Pay attention to feelings behind the words.



REFLECT & PARAPHRASE
Restate the message in your own words.
Show understanding.



CONFIRM UNDERSTANDING
Ask, "Did I get that right?"
Check for clarity.

POWERFUL PHRASES TO USE



Tell me more about that.



What I'm hearing you say is...



It sounds like what matters most to you is...



Can you help me understand...



Did I get that right?

These phrases show respect, build trust, and keep the conversation moving forward.

WHAT ACTIVE LISTENING LOOKS LIKE

NONVERBAL CUES THAT SPEAK VOLUMES



EYE CONTACT
Show you're engaged.



OPEN BODY LANGUAGE
Lean in, face the speaker.



NODDING & SMALL ENCOURAGERS
("I see," "uh-huh")
Show you're with them.



PAUSE BEFORE SPEAKING
Give space for more to come out.



CALM, NEUTRAL EXPRESSION
Create a safe, judgment-free zone.

WHY IT MATTERS

- ✓ People feel respected.
- ✓ Tension goes down.
- ✓ More information comes out.
- ✓ Trust and rapport grow.
- ✓ Solutions become possible.

Listening well changes everything.



PRACTICE MAKES PROGRESS

The more you practice active listening, the more natural and powerful it becomes.

*Small shifts.
Big impact.*

TALKING POINTS

- Listening is not passive.
- It's an active choice.
- It builds trust fast.
- It slows conflict down.
- It opens doors to solutions.

YOUR EARS ARE ONE OF YOUR MOST POWERFUL TOOLS. USE THEM WISELY.

**WHEN YOU LISTEN WITH INTENTION,
PEOPLE SPEAK FROM THE HEART.** *And that's where real solutions begin.*

QUESTIONING TECHNIQUES



THE RIGHT QUESTION CAN OPEN MINDS, UNCOVER NEEDS, AND CREATE THE PATH TO RESOLUTION.

As a mediator, your questions help people think, reflect, and find their own solutions.



GOOD QUESTIONS DO THREE THINGS



ENCOURAGE THOUGHT

They help people think more deeply.



INVITE SHARING

They create space for honest expression.



INSPIRE SOLUTIONS

They help people discover their own answers.

“
Your goal isn't to get answers.
Your goal is to help people find their own.”

TYPES OF QUESTIONS (AND WHEN TO USE THEM)



OPEN-ENDED QUESTIONS

Encourage detailed responses and explore options.

Examples:

- “Can you tell me more about that?”
- “What are your thoughts on this?”



FOCUSING QUESTIONS

Help narrow the conversation to key issues.

Examples:

- “What’s most important to you?”
- “Let’s focus on the main concern.”



CLARIFYING QUESTIONS

Ensure understanding and bring clarity.

Examples:

- “When you say ‘___,’ what do you mean?”
- “Can you explain that further?”



OPTION-EXPLORING QUESTIONS

Help parties consider possibilities and creative solutions.

Examples:

- “What options do you see?”
- “What else could be done?”



CLOSING QUESTIONS

Check for agreement, clarity, and next steps.

Examples:

- “Does this solution work for you?”
- “What are your next steps?”

SMART QUESTIONING TIPS

- ✓ **STAY NEUTRAL:** No blame. No assumptions.
- ✓ **MAKE IT PERSON-CENTERED:** Focus on their thoughts and needs.
- ✓ **KEEP IT SIMPLE:** Short, clear, and easy to understand.
- ✓ **ASK ONE AT A TIME:** Don't overload.
- ✓ **LISTEN FIRST:** Let the answer to your last question guide your next one.
- ✓ **PAUSE:** Give people time to think.

❌ QUESTIONS TO AVOID

These can shut down conversation, create defensiveness, or lead the parties.

- ❌ “Why did you do that?” (Sounds accusatory)
- ❌ “Don't you think you should...?” (Sounds leading)
- ❌ “Would you be willing to...?” (Implies pressure)
- ❌ “That's not really the issue, is it?” (Dismisses)
- ❌ “What's wrong with you?” (Creates tension)

👁️ SEE THE IMPACT

Watch how thoughtful questions:

- ✓ Lower defensiveness
- ✓ Increase understanding
- ✓ Reveal underlying needs
- ✓ Build trust
- ✓ Move the conversation forward

💬 TALKING POINTS

- Questions are your greatest leadership tool.
- The better your questions, the better the outcomes.
- Neutral questions build trust and keep the conversation productive.
- Great mediators don't have all the answers—they ask the right questions.

ASK. LISTEN. ADAPT. IMPACT.

**EVERY QUESTION YOU ASK IS A BRIDGE.
BUILD BRIDGES. INSPIRE SOLUTIONS.**

MANAGING EMOTIONS



EMOTIONS AREN'T THE ENEMY—MISMANAGING THEM IS.

As a mediator, you help people feel safe enough to express emotions so they can move toward understanding and solutions.



UNDERSTAND THE ROLE OF EMOTIONS

Emotions signal what matters. When acknowledged with respect, they become a pathway to resolution.



EMOTIONS ARE INFORMATION
They reveal needs, values, and concerns.



EMOTIONS NEED OUTLETS
People need safe space to express them.



EMOTIONS CAN BE MANAGED
With the right tools and a steady guide.



RESPECT BUILDS TRUST
People calm down when they feel understood.



YOUR CALM IS CONTAGIOUS. YOUR RESPONSE SETS THE TONE.

Help people express. Help them feel seen. Help them move forward.



COMMON EMOTIONS IN CONFLICT (AND WHAT THEY OFTEN SIGNAL)



- ANGER**
Feels like a threat to values or fairness.
- SADNESS**
Often connected to loss or disappointment.
- FEAR**
Signals uncertainty or concern about the future.
- FRUSTRATION**
Comes from feeling stuck or unheard.
- EMBARRASSMENT**
Usually tied to feeling judged.
- HURT**
Signals a deep emotional impact.

TOOLS TO MANAGE EMOTIONS IN THE MOMENT



STAY CALM
Your steady presence helps lower the temperature.



LISTEN FULLY
Let people express without interruption. It releases tension.



ACKNOWLEDGE FEELINGS
Name the emotion to validate the experience.
"I can see this is very frustrating."



PAUSE & BREATHE
Give space for people to collect their thoughts.
Silence can be powerful.



REFRAME & REDIRECT
Guide the conversation back to understanding and solutions.

WHAT TO AVOID

- ✗ Rejecting or dismissing feelings
- ✗ Telling people to "calm down"
- ✗ Taking sides
- ✗ Rushing to problem-solve
- ✗ Letting emotions control the room

AVOIDING EMOTIONS DOESN'T COOL THEM—IT FUELS THEM.

CREATE A SAFE SPACE

When people feel safe, emotions are expressed with less intensity and more clarity.



ESTABLISH GROUND RULES
Respect, no interruptions, let others finish.



MODEL RESPECT
Use calm tone, open body language, and neutral words.



PROTECT THE SPACE
Keep the conversation focused, private, and productive.

TALKING POINTS

- Emotions are natural. How we handle them matters.
- People calm down when they feel heard and respected.
- You don't need to agree with the emotion to acknowledge it.
- Your role isn't to fix the feeling—it's to create the space for it.

CALM LEADERSHIP CREATES POWERFUL CONVERSATIONS.



WHEN EMOTIONS ARE RESPECTED, SOLUTIONS BECOME POSSIBLE.



ETHICS & BOUNDARIES



INTEGRITY BUILDS TRUST. BOUNDARIES PROTECT IT.

As a mediator, your credibility is your greatest asset. Ethical choices and clear boundaries ensure a fair and safe process for everyone.



THE CORE ETHICAL PRINCIPLES OF MEDIATION



IMPARTIALITY
Treat all parties fairly. No sides, no favorites.



CONFIDENTIALITY
What's said in mediation, stays in mediation.



INFORMED CONSENT
Everyone has the right to understand and agree to the process.



INTEGRITY
Be honest, transparent, and professional in everything you do.



RESPECT
Honor each person's dignity, perspective, and voice.

ETHICS AREN'T JUST RULES—THEY'RE THE FOUNDATION OF TRUST.
When people trust the process, they engage in it.

WHAT CONFIDENTIALITY MEANS

Protecting the privacy of everything shared in mediation.

- ✓ Don't share. Don't repeat. Don't hint.
- ✓ There are limited exceptions (like threats of harm).
- ✓ Confidentiality encourages honesty and builds trust.

IF YOU BREAK CONFIDENTIALITY, YOU BREAK TRUST.

BOUNDARIES: YOUR GUARDRAILS

Boundaries keep the process safe, focused, and professional.



STAY IN YOUR ROLE
You are not a therapist, attorney, or judge.



KEEP IT FOCUSED
Guide the conversation, don't get pulled in.



BE CLEAR & CONSISTENT
Set expectations early and stick to them.



KNOW YOUR LIMITS
It's okay to say, "That's outside my role."

WHAT BOUNDARIES ARE NOT

- ✗ Being rigid or cold
- ✗ Taking sides
- ✗ Ignoring emotions
- ✗ Over-involvement or friendship
- ✗ Giving legal or therapy advice

BOUNDARIES CREATE SAFETY. SAFETY CREATES SOLUTIONS.

ETHICAL DILEMMAS: WHAT WOULD YOU DO?

There are no perfect answers—just ethical ones.



ONE PARTY SHARES SOMETHING IN PRIVATE
Do you share it with the other party?

ETHICAL CHOICE: No.
Keep it confidential.



A PARTY OFFERS YOU A GIFT OR PAYMENT
Is it okay to accept?

ETHICAL CHOICE: No.
It could create bias.



YOU LEARN ABOUT FUTURE HARM
Do you keep it confidential?

ETHICAL CHOICE: No.
Safety comes first.

PRACTICE ETHICAL DECISION-MAKING

Ask yourself:

- ✓ Is it fair?
- ✓ Is it confidential?
- ✓ Does it respect everyone?
- ✓ Does it protect the process?
- ✓ How would this look if others knew?



WHEN IN DOUBT, CHOOSE INTEGRITY.

TALKING POINTS

- Ethics build your reputation.
- Boundaries protect your focus.
- Trust is earned through consistent actions.
- People may forget what you said, but they will never forget how safe you made them feel.
- Strong mediators lead with integrity, not influence.



WHEN YOU LEAD WITH ETHICS AND HONOR YOUR BOUNDARIES, YOU BUILD TRUST THAT LASTS BEYOND THE ROOM.

POWER IMBALANCE & FAIRNESS



FAIR ISN'T ALWAYS EQUAL—IT'S INTENTIONAL.

As a mediator, your role is to level the playing field, ensure every voice is heard, and protect the integrity of the process.



UNDERSTANDING POWER IMBALANCE

Power imbalance happens when one party has more control, influence, knowledge, or resources than the other.



IT CAN BE OBVIOUS
(like a boss vs. employee)



IT CAN BE SUBTLE
(like experience, information, or confidence)



IT CAN AFFECT HOW PEOPLE SPEAK, DECIDE, AND NEGOTIATE



YOUR ROLE IS TO EQUALIZE THE PROCESS—NOT THE PEOPLE



WHEN PEOPLE FEEL SAFE AND HEARD, SOLUTIONS ARE STRONGER



FAIRNESS MEANS EVERYONE HAS A REAL OPPORTUNITY TO PARTICIPATE,
not that everyone gets the same treatment.



SIGNS OF POWER IMBALANCE

Watch for these behaviors and dynamics.

- One person dominates the conversation
- One party interrupts or talks over the other
- A party seems afraid to disagree
- One side has more information or resources
- Body language shows discomfort or deference
- Past relationships create pressure or fear

HOW MEDIATORS RESTORE FAIRNESS

Use these strategies to level the playing field.

- SET THE GROUND RULES**
Clearly explain the process and expectations.
- CREATE EQUAL SPACE**
Invite and protect each person's time to speak.
- USE CAUCUS WHEN NEEDED**
Meet privately to ensure safety and openness.
- CHECK FOR UNDERSTANDING**
Make sure both sides truly understand the information.
- EMPOWER QUIETER VOICES**
Gently invite input from those who may be holding back.

WHAT TO AVOID

These actions can make imbalance worse.

- Taking sides (even subtly)
- Letting one person control the conversation
- Assuming both sides have equal knowledge
- Rushing to solutions
- Ignoring nonverbal cues

REAL-WORLD EXAMPLES

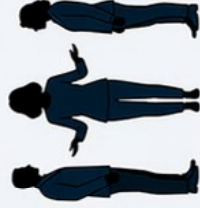
Power imbalance can show up in many ways.

- WORKPLACE**
Manager vs. Employee
- FAMILY**
Caregiver vs. Dependent Family Member
- FINANCIAL**
Lender vs. Borrower

TALKING POINTS

- A fair process builds trust.
- Trust makes communication possible.
- Communication creates solutions.
- Your job is to protect the process, so everyone feels safe to speak.

WHEN THE PROCESS IS FAIR, THE OUTCOMES ARE STRONG.



REMEMBER

You can't change people's power. But you can manage the process to make it fair for everyone.



That's where real mediation happens.

A LEVEL PROCESS. A STRONGER VOICE. BETTER SOLUTIONS. THAT'S THE POWER OF FAIR MEDIATION.



CAUCUS & PRIVATE SESSIONS



PRIVATE CONVERSATIONS. POWERFUL PURPOSE.

Caucus allows mediators to gather information, reduce tension, and help each party feel heard—safely and privately.



WHAT IS A CAUCUS?

A private meeting between the mediator and one party, while the other party is in a separate room.



PRIVATE & CONFIDENTIAL
One party at a time.



SAFE SPACE
For honest sharing and concerns.



GATHER INFO
Clarify issues, interests, and underlying needs.



LOWER TENSION
Reduce emotions and prevent interruptions.



MOVE FORWARD
Bring ideas back to the joint session productively.



CAUCUS IS NOT ABOUT SECRECY. IT'S ABOUT CREATING SAFETY.

Safety leads to honesty. Honesty leads to solutions.



WHY CAUCUS?

CAUCUS CAN HELP TO:

- BUILD TRUST**
Give each party a safe space to speak freely.
- UNCOVER INFORMATION**
Learn concerns or details that may not be shared in joint session.
- REDUCE EMOTIONAL INTENSITY**
Help parties calm down and feel heard.
- EXPLORE OPTIONS**
Brainstorm ideas and test potential solutions.
- PREPARE FOR PROGRESS**
Use what you learn to move the conversation forward.

HOW TO CONDUCT A CAUCUS (STEP-BY-STEP)

1



EXPLAIN
Tell the party why you'd like to meet privately.

2



GET CONSENT
Make sure they are comfortable with the caucus.

3



SET THE TONE
Reassure them of confidentiality* and purpose.

4



LISTEN & LEARN
Ask questions, explore interests, and listen fully.

5



SUMMARIZE & TRANSITION
Share what (if anything) you'll bring back.

***CONFIDENTIALITY NOTE:** In most cases, what is said in caucus stays in caucus. Exceptions: threats of harm, illegal activity, or with permission to disclose.

GROUND RULES FOR CAUCUS

MAKE SURE THE PARTY UNDERSTANDS:

- What we discuss is private, unless you give me permission to share.
- I may share general themes or options, but not specifics.
- If I believe someone is in danger, I must disclose that.
- Caucus is for problem-solving, not complaining.
- We'll use this time to make progress.

HELPFUL PHRASES TO USE

I'd like to meet with you privately for a few minutes.

This gives you a chance to speak freely and safely.

You're in control of what you share.

I may share general themes, unless you ask me not to.

What would be most helpful for you right now?

TIPS FOR SUCCESS

- Keep good notes—but keep them secure.
- Stay neutral and avoid reactions.
- Don't promise what you can't deliver.
- Use caucus to listen, not to persuade.
- Watch for body language and emotions.
- Return to joint session with intention.

TALKING POINTS

- Caucus isn't about secrets—it's about creating a space where people feel safe to be honest.
- When people feel heard in private, they're more open in the group.
- This tool helps us move from conflict to collaboration.

YOUR CALM, CONFIDENT APPROACH MAKES ALL THE DIFFERENCE.



**SAFE CONVERSATIONS BUILD TRUST.
TRUST BUILDS RESOLUTION.**



NEGOTIATION & AGREEMENT BUILDING



GREAT MEDIATION LEADS TO AGREEMENTS THAT LAST.

Your role is not to decide who is right, but to help both sides create solutions that are fair, realistic, and sustainable.



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THE GOAL: WIN-WIN SOLUTIONS

Successful agreements meet the needs of both parties and set the foundation for the future.

FOCUS ON INTERESTS
Look beyond positions to understand what truly matters.

CREATE OPTIONS
More options create more opportunities for agreement.

FIND FAIR SOLUTIONS
Focus on what is fair, realistic, and workable.

REACH CLEAR AGREEMENT
Make sure everyone understands and agrees.

BUILD FOR THE FUTURE
Stronger agreements lead to stronger relationships.

☯ **AGREEMENTS AREN'T THE END OF THE CONVERSATION—THEY'RE THE BEGINNING OF A BETTER FUTURE.** *Help them create something they can both feel good about.*

THE MEDIATOR'S ROLE

GUIDE, DON'T DECIDE.

You help the parties:

- STAY ON TRACK**
Keep the conversation focused on solutions.
- FACILITATE DISCUSSION**
Ask questions that spark ideas and clarity.
- MANAGE THE PROCESS**
Ensure both voices are heard and respected.
- ENCOURAGE COLLABORATION**
Help them work together, not against each other.
- CHECK FOR UNDERSTANDING**
Make sure everyone is clear before moving on.

STEPS TO BUILD A STRONG AGREEMENT

1 **CLARIFY THE ISSUES**
Make sure everyone understands the core concerns.

2 **BRAINSTORM SOLUTIONS**
Encourage creative ideas without judgment.

3 **EVALUATE OPTIONS**
Discuss the pros, cons, and impact of each option.

4 **REACH AGREEMENT**
Confirm what works for both parties.

5 **DOCUMENT THE DEAL**
Put it in writing, clear, specific, and complete.

A clear agreement prevents future confusion and builds confidence.

ELEMENTS OF A STRONG AGREEMENT

Make sure it is:

- CLEAR** – Specific and easy to understand.
- COMPLETE** – Covers all key issues.
- REALISTIC** – Something both parties can do.
- MEASURABLE** – Includes deadlines or milestones.
- MUTUAL** – Both parties agree willingly.
- FUTURE-FOCUSED** – Sets the stage for success.

IF IT'S NOT IN WRITING, IT'S JUST A CONVERSATION.

YOU'RE THE GUIDE. THEY'RE THE DECISION-MAKERS.

COMMON PITFALLS

Watch out for these challenges:

- Rushing to agreement before exploring options
- Focusing on positions, not interests
- One-sided agreements that create resentment
- Unclear language that leads to confusion
- No plan for follow-up or accountability

TIPS FOR SUCCESS

- Stay patient. Great agreements take time.
 - Keep the conversations respectful and solution-focused.
 - Acknowledge progress along the way.
 - Use summaries to make sure everyone is aligned.
 - Celebrate the agreement—big or small!
- SMALL W'INS BUILD MOMENTUM. MOMENTUM BUILDS LASTING CHANGE.**

TALKING POINTS

- Your job is to help them create their best solution.
- When both people feel heard, they can find common ground.
- Focus on progress, not perfection.
- Clear agreements prevent future conflict.
- A good agreement today creates peace of mind tomorrow.

**GOOD NEGOTIATION CREATES AGREEMENTS.
GREAT MEDIATION CREATES LASTING IMPACT.**



CLOSING THE MEDIATION & NEXT STEPS



A STRONG CLOSING CREATES LASTING IMPACT.
How you close the mediation is just as important as how you start.
A clear closing builds confidence, clarity, and commitment.

THE PURPOSE OF CLOSING

A strong closing ensures everyone leaves with clarity, confidence, and a shared path forward.



CONFIRM AGREEMENTS

Make sure everyone is on the same page.



ENSURE CLARITY

Review the key terms, responsibilities, and timelines.



PLAN NEXT STEPS

Outline what happens, when, and by whom.



PLAN NEXT STEPS

Outline what happens, when, and by whom.



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DAY 2 • SLIDE 11

REFLECTION, REINFORCEMENT & READINESS

YOU'VE LEARNED THE SKILLS—NOW PREPARE TO APPLY THEM.

Growth happens when you reflect, reinforce, and prepare to apply. Today you took important steps. Tomorrow, you put them into action.



WHAT YOU LEARNED TODAY

- Advanced Communication Skills
- Active Listening Techniques
- Effective Questioning Strategies
- Managing Emotions in Conflict
- Ethics & Professional Boundaries
- Power Imbalance & Fairness
- Caucus & Private Sessions
- Negotiation & Agreement Building



WHAT YOU CAN DO NOW

- Facilitate structured conversations
- Manage high-emotion situations
- Ask powerful, Question-driven questions
- Maintain neutrality and professionalism
- Guide parties toward agreement
- Build clear, workable outcomes



SELF-REFLECTION

Ask Yourself:

- What skill stood out most to me today?
- Where do I need more practice?
- What challenged me the most?
- What did I do well?



PREPARING FOR DAY 3

Tomorrow You Will:



Participate in mock mediations



Apply real-world scenarios



Receive instructor feedback



Strengthen confidence through practice.

DAY 3 IS WHERE EVERYTHING COMES TOGETHER.

You'll learn by doing!



TOMORROW, YOU DON'T JUST LEARN MEDIATION—

You Perform It.



MINDSET SHIFT

- KNOWLEDGE** BUILDS AWARENESS.
- PRACTICE** BUILDS CONFIDENCE.
- EXECUTION** BUILDS PROFESSIONALS.

BE READY. BE PREPARED.
Be the Mediator.

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DAY 3 • FINAL SLIDE

JOIN US FOR THE FINAL DAY THREE!



PRACTICE. REFLECT. PREPARE TO LEAD.

YOU TOOK THE LEAP... NOW FINISH STRONG.

Your transformation into a professional mediator continues!



TODAY WE BROUGHT IT ALL TOGETHER



MOCK MEDIATIONS
Real practice.
Real growth.



OPENING STATEMENT
Delivered with confidence.



ACTIVE LISTENING
Heard deeply.
Led effectively.



PARTY STATEMENTS
Managed stories.
Built trust.



CAUCUS & NEGOTIATION
Guided private talks. Built agreements.



STRUCTURE & CONTROL
Kept the process professional and productive.

WHAT YOU ACCOMPLISHED TODAY



FOLLOWED THE MEDIATION STRUCTURE
Step-by-step with purpose.



PRACTICED KEY SKILLS
Listening, questioning, and communication.



HANDLED REALISTIC SCENARIOS
Gained confidence in tough moments.



RECEIVED FEEDBACK
Learned, adjusted, and improved.



BUILT YOUR MEDIATOR MINDSET
Neutral, focused, and solution-driven.



PREPARED FOR CERTIFICATION
One step closer to your new future.

REMEMBER THIS



Every expert was once a beginner who refused to quit. You're not just learning mediation. You're becoming the solution.



SWING LIGHT.

You're Ready.

- ✓ Trust your training.
- ✓ Lead with confidence.
- ✓ Stay structured.
- ✓ Make an impact.

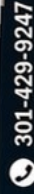


**TOMORROW IS CERTIFICATION DAY – THIS IS YOUR MOMENT.
WALK IN CONFIDENT. LEAD WITH PURPOSE. SUCCEED!**



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DAY 3 • SLIDE 1

MOCK MEDIATION INTRODUCTION

FROM LEARNING → DOING

TODAY, YOU STEP INTO THE ROLE OF THE MEDIATOR.

This is where knowledge becomes experience, and experience builds the confidence you need to lead real mediations.



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WHAT TODAY IS ABOUT

- Real-world mediation simulations
- Applying skills in live scenarios
- Practicing communication techniques
- Managing real conflict dynamics
- Building confidence through experience

WHAT IS A MOCK MEDIATION?

A structured, simulated mediation where you:



- Act as the mediator
- Facilitate a live dispute
- Apply real techniques
- Receive feedback

YOUR ROLE TODAY

You are the guide, the listener, and the leader of the process.

- STAY NEUTRAL
- ASK STRONG QUESTIONS
- MANAGE EMOTIONS
- MOVE TOWARD RESOLUTION
- LISTEN ACTIVELY
- GUIDE THE PROCESS

WHAT YOU WILL PRACTICE

These core skills. In real time. In real scenarios.

- OPENING STATEMENTS**
Set the tone and structure.
- CONTROLLING THE ROOM**
Keep the process focused and productive.
- ACTIVE LISTENING**
Understand deeply, respond effectively.
- QUESTIONING TECHNIQUES**
Get to the real issues.
- CAUCUS USE**
Have private conversations that move the process.
- AGREEMENT BUILDING**
Help parties create solutions that last.



MINDSET FOR TODAY

Adopt the right mindset, and you will get the most from today's experience.



PROGRESS OVER PERFECTION.
You don't have to be perfect, just present.



CONFIDENCE COMES THROUGH ACTION.
The more you try, the stronger you get.



EVERY MISTAKE IS A LEARNING OPPORTUNITY.
Growth happens in the doing.

“ THIS IS A SAFE SPACE TO PRACTICE, MAKE MISTAKES, AND GROW. *You are not expected to be perfect. You are expected to participate.* ”

BY THE END OF TODAY, YOU WON'T JUST UNDERSTAND MEDIATION — **YOU WILL EXPERIENCE IT.**

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DAY 3 • SLIDE 2

MOCK MEDIATION STRUCTURE

STEP-BY-STEP PROCESS FOR LIVE PRACTICE

STRONG MEDIATORS FOLLOW STRUCTURE—GREAT MEDIATORS MASTER IT.

A clear process creates a safe space, builds trust, and leads to lasting agreements.



THE MEDIATION FLOW



YOUR ROLE IN EACH PHASE

- LEAD THE PROCESS**
Guide the conversation from start to finish.
- STAY NEUTRAL**
No sides. No bias. Just fairness.
- CONTROL THE FLOW**
Keep the discussion focused and productive.
- KEEP DISCUSSIONS PRODUCTIVE**
Redirect, reframe, and move things forward.
- ENSURE BOTH VOICES ARE HEARD**
Balance participation and manage power.

KEY SKILLS IN ACTION

- ACTIVE LISTENING**
Understand before you respond.
- QUESTIONING TECHNIQUES**
Ask the right questions at the right time.
- EMOTIONAL CONTROL**
Stay calm and steady in tense moments.
- TIME MANAGEMENT**
Keep the mediation on track.
- NEUTRAL FACILITATION**
Guide without influencing the outcome.

COMMON MISTAKES TO AVOID

- SKIPPING STEPS**
Each step builds toward resolution.
- LOSING CONTROL OF THE ROOM**
Stay calm, stay in charge.
- TALKING TOO MUCH**
Ask questions. Don't give speeches.
- TAKING SIDES**
Impartiality builds trust.
- RUSHING TO AGREEMENT**
Good agreements take time.

**“ STRUCTURE CREATES CONFIDENCE.
CONFIDENCE CREATES CONTROL.
CONTROL CREATES RESULTS. ”**



**MASTER THE STRUCTURE.
MASTER THE MEDIATION.**

This is your roadmap.
Own the process. Lead with confidence. Get results.

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OPENING STATEMENT PRACTICE



SET THE TONE. BUILD TRUST. LEAD THE PROCESS.

YOUR OPENING SETS THE TONE FOR EVERYTHING THAT FOLLOWS.



PURPOSE OF THE OPENING STATEMENT



ESTABLISH NEUTRALITY

Show you are impartial and not taking sides.



SET EXPECTATIONS & STRUCTURE

Explain the process so everyone knows what to expect.



BUILD TRUST & CREDIBILITY

Create a respectful, comfortable environment.



CREATE A SAFE ENVIRONMENT

Encourage open, honest, and respectful dialogue.



EXPLAIN THE PROCESS

Help parties understand how mediation will work.

KEY COMPONENTS

- 1 INTRODUCTION**
Who you are and your role.
- 2 NEUTRALITY STATEMENT**
You do not take sides.
- 3 PROCESS OVERVIEW**
Explain how mediation will work.
- 4 GROUND RULES**
Respect, no interruptions, confidentiality.
- 5 CONFIDENTIALITY**
What is said stays here (with exceptions).
- 6 ENCOURAGEMENT**
Invite open and honest participation.



SAMPLE OPENING SCRIPT

“ Good morning, my name is [Name], and I will serve as your mediator today. My role is to remain neutral and help guide this conversation. Everything discussed here is confidential unless safety concerns arise. I ask that both parties speak respectfully and allow each other to finish. This is your process, and the goal is to help you reach a solution that works for both of you. ”



DELIVERY SKILLS

- ✓ Speak clearly and confidently.
- ✓ Maintain a calm, even tone.
- ✓ Use natural eye contact.
- ✓ Be professional but approachable.
- ✓ Control the room from the start.



COMMON MISTAKES

- ✗ Talking too long.
- ✗ Sounding scripted or robotic.
- ✗ Showing bias (even subtly).
- ✗ Not explaining the process clearly.
- ✗ Failing to set ground rules.



PRACTICE ACTIVITY

Students will:

- ✓ Deliver opening statements.
- ✓ Practice tone and structure.
- ✓ Receive feedback.
- ✓ Refine their delivery.



CONFIDENCE IN YOUR OPENING CREATES CONTROL IN YOUR MEDIATION.



PARTY STATEMENTS & ACTIVE LISTENING

HEAR THE STORY. UNDERSTAND THE CONFLICT.

PEOPLE DON'T MOVE FORWARD UNTIL THEY FEEL HEARD.



WHAT ARE PARTY STATEMENTS?

Each party shares their perspective.

- ✓ No interruptions.
- ✓ Focus on their experience.
- ✓ Opportunity to be heard.



THE MEDIATOR'S ROLE DURING STATEMENTS

- 🧐 Listen without interrupting.
- ⚖️ Stay neutral.
- 👁️ Observe tone and emotions.
- 📝 Take notes on key issues.
- 🛡️ Maintain control of the process.

ACTIVE LISTENING SKILLS

- 👁️ Maintain eye contact.
- 👍 Nod and acknowledge.
- ❤️ Listen for emotions.
- 🚫 Avoid interrupting.
- 🎯 Stay focused.
- ⏸️ Use silence effectively.

REFLECTION & PARAPHRASING

Show you're listening. Build understanding.

- “ What I hear you saying is...”
- “ It sounds like this situation has been frustrating...”
- “ Let me make sure I understand...”

COMMON MISTAKES

- ✗ Interrupting parties.
- ✗ Taking sides.
- ✗ Focusing only on facts (ignoring emotions).
- ✗ Losing control of the conversation.
- ✗ Not summarizing key points.

WHAT TO WATCH FOR

- ⚠️ Escalating emotions
- ⚠️ Interruptions
- ⚠️ Blame language
- ⚠️ Misunderstandings
- ⚠️ Hidden interests



PRACTICE ACTIVITY

Students will:

- ✓ Hear party statements.
- ✓ Practice active listening.
- ✓ Reflect and paraphrase.
- ✓ Receive feedback.
- ✓ Improve their skills.



“ LISTENING BUILDS TRUST. ”
Trust Builds Resolution.





MODULE 1

SPORTS DISPUTES MEDIATION

BUILDING BRIDGES.
RESOLVING DISPUTES.
EMPOWERING FUTURES.



RESOLVE CONFLICT. PROTECT CAREERS. PRESERVE LEGACIES.

Learn how to guide athletes, teams, agents, and organizations to solutions that keep the game—and the business—moving forward.

SPECIALIZED TRAINING.
REAL-WORLD RESOLUTION.

MODULE OVERVIEW

Sports disputes are **HIGH-STAKES, HIGH-PROFILE,** and deeply personal. This module prepares you to mediate conflicts in the world of athletics with professionalism, neutrality, and strategy.



HIGH STAKES
Big money. Bigger emotions.

REAL PEOPLE
Real careers. Real impact.

CONFIDENTIALITY
Protect what matters most.

YOU'LL LEARN HOW TO:

- Manage ego, emotions, and power dynamics
- Navigate complex contracts and legal issues
- Facilitate tough conversations with confidence
- Keep disputes private and solutions public-facing safe
- Drive agreements that protect careers and contracts

REAL-WORLD DISPUTES WE ADDRESS



PLAYER VS. TEAM

Contract issues, playing time, discipline



AGENT CONFLICTS

Commission disputes, representation issues



NIL DEAL DISAGREEMENTS

Endorsements, payments, expectations



SPONSORSHIP DISPUTES

Breaches, deliverables, brand alignment



CONTRACT RENEGOTIATIONS

Salary, bonuses, guarantees, incentives

THE MEDIATION PROCESS OUR STRUCTURED, PROVEN APPROACH

- OPENING**
Set the tone. Establish trust and explain the process.
- PARTY STATEMENTS**
Give every side space to be heard.
- ACTIVE LISTENING**
Understand the people behind the positions.
- CAUCUS (AS NEEDED)**
Have private, strategic conversations.
- NEGOTIATION**
Explore options. Find common ground.
- AGREEMENT**
Build solutions that work—and last.

TALKING POINTS (FOR INSTRUCTORS)

- “Sports disputes aren’t just about contracts—they’re about people, pressure, and performance.”
- “Your neutrality is your power. Stay impartial, even when the spotlight is bright.”
- “Athletes, agents, and teams all want to win. Your job is to help them win together.”
- “Confidentiality protects the process and preserves reputations.”
- “A great mediator doesn’t take sides—they build solutions.”

OUTCOMES YOU'LL ACHIEVE

- Resolve disputes faster and cheaper than litigation
- Protect relationships and future opportunities
- Maintain privacy in the public eye
- Create agreements that stick
- Become a trusted neutral in the sports industry



BE THE MEDIATOR WHO KEEPS THE GAME MOVING
—ON AND OFF THE FIELD.



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MODULE 2

ENTERTAINMENT INDUSTRY DISPUTES

RESOLUTION THAT PROTECTS CREATIVITY, CAREERS, AND LEGACIES.

Master the art of resolving high-stakes disputes in music, film, television, and media—where talent, contracts, and reputation are everything.

MODULE OVERVIEW

Entertainment disputes are complex, emotional, and reputation-sensitive. This module prepares you to mediate conflicts across the creative and business sides of the industry.



HIGH STAKES
Big brands. Bigger careers.



REAL PEOPLE
Artists, producers, executives, creatives.



CONFIDENTIALITY
Protect the process. Protect the future.

YOU'LL LEARN HOW TO:

- ✔ Navigate creative and financial conflicts with confidence
- ✔ Interpret complex entertainment contracts
- ✔ Manage emotions, egos, and power dynamics
- ✔ Keep disputes private and reputation-safe
- ✔ Build win-win agreements that preserve relationships and projects

REAL-WORLD DISPUTES WE ADDRESS



ARTIST VS. LABEL
Royalties, contracts, creative control



PRODUCER VS. TALENT
Payment, credit, deliverables



ROYALTY DISPUTES
Publishing, splits, unpaid earnings



BOOKING & PERFORMANCE ISSUES
Cancellations, breaches, expectations



CREATIVE CONTROL CONFLICTS
Vision, direction, and final say

THE MEDIATION PROCESS OUR STRUCTURED, PROVEN APPROACH

- 1 **OPENING**
Set the tone. Establish trust and explain the process.
- 2 **PARTY STATEMENTS**
Give every side space to be heard.
- 3 **ACTIVE LISTENING**
Understand the people behind the positions.
- 4 **CAUCUS (AS NEEDED)**
Have private, strategic conversations.
- 5 **NEGOTIATION**
Explore options. Find common ground.
- 6 **AGREEMENT**
Build solutions that work—and last.



TALKING POINTS (FOR INSTRUCTORS)

- "In entertainment, relationships are everything—but so are the rights."
- "Your job is to separate the emotion from the issue so the solution can emerge."
- "Confidentiality is not optional in this industry—it's the foundation."
- "Help the parties protect the project, the brand, and the future."
- "A great mediator understands both the business and the art."



OUTCOMES YOU'LL ACHIEVE

- ✔ Resolve disputes without damaging reputations
- ✔ Protect creative relationships and future opportunities
- ✔ Create fair agreements that honor the work
- ✔ Become a trusted neutral in the entertainment world
- ✔ Make an impact behind the scenes where it matters most

BE THE MEDIATOR WHO
KEEPS THE SHOW GOING
—*On Stage and Off.*

DISPUTES ARE
INEVITABLE.
RESOLUTION IS
AN ART.



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**BUILDING BRIDGES.
RESOLVING DISPUTES.
EMPOWERING FUTURES.**

MODULE 3

CONTRACT & DEAL MEDIATION

**RESOLVE TODAY.
PROTECT
TOMORROW.
BUILD VALUE.**

SMART CONTRACTS. STRONGER RELATIONSHIPS. BETTER OUTCOMES.

Master the skills to resolve contract and deal disputes with clarity, fairness, and results that protect everyone's bottom line.

MODULE OVERVIEW

Contracts drive deals. But when things go wrong, they can damage businesses, partnerships, and reputations. This module teaches you how to mediate contract and deal disputes with skill, structure, and strategy.



HIGH STAKES
Big money.
Big decisions.



REAL PEOPLE
Real businesses.
Real consequences.



REAL PROTECTION
Protect relationships.
Protect value.

YOU'LL LEARN HOW TO:

- ✓ Interpret complex contract language
- ✓ Identify the real issues behind the legal terms
- ✓ Manage emotions in business disputes
- ✓ Facilitate productive negotiation conversations
- ✓ Create solutions that save time, money, and relationships

REAL-WORLD DISPUTES WE ADDRESS



BREACH OF CONTRACT
Failure to fulfill promises or obligations.



PAYMENT DISPUTES
Late payments, unpaid invoices, and deficiencies.



PARTNERSHIP BREAKDOWNS
Misaligned goals, conflicts, and dissolutions.



LICENSING DISAGREEMENTS
Use, rights, royalties, and restrictions.



DEAL STRUCTURE CONFLICTS
Terms, timelines, deliverables, and expectations.

THE MEDIATION PROCESS

OUR STRUCTURED, PROVEN APPROACH

- 1 **OPENING**
Set the tone. Establish trust and explain the process.
- 2 **PARTY STATEMENTS**
Give every side space to be heard.
- 3 **ACTIVE LISTENING**
Understand the people behind the positions.
- 4 **CAUCUS (AS NEEDED)**
Have private, strategic conversations.
- 5 **NEGOTIATION**
Explore options. Find common ground.
- 6 **AGREEMENT**
Build solutions that work—and last.



TALKING POINTS (FOR INSTRUCTORS)

- ➔ "Contracts are written in legal language—but people live in plain language."
- ➔ "The goal isn't to be right. The goal is to reach a resolution."
- ➔ "We focus on interests, not just positions. That's where solutions live."
- ➔ "A great mediator helps both sides protect what matters most."
- ➔ "Good deals aren't won in court. They're resolved at the table."



OUTCOMES YOU'LL ACHIEVE

- ✓ Resolve disputes faster and with less cost than litigation
- ✓ Preserve business relationships and future opportunities
- ✓ Create fair, enforceable agreements
- ✓ Become a trusted neutral in the business community
- ✓ Add high-value skills to your mediation practice



**GREAT MEDIATORS DON'T JUST READ CONTRACTS—
THEY RESOLVE CONFLICT AND CREATE VALUE.**

Be the Difference.



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**CONFLICT IS
COSTLY. MEDIATION
IS SMART BUSINESS.**



MODULE 4

TALENT & MANAGEMENT DISPUTES

BUILDING BRIDGES.
RESOLVING DISPUTES.
EMPOWERING FUTURES.

STRONG RELATIONSHIPS. CLEAR AGREEMENTS. LASTING SUCCESS.

Learn how to mediate disputes between talent and their managers to protect careers, rebuild trust, and secure the future.

RESOLVE
CONFLICTS.
REBUILD TRUST.
RESTORE
FUTURES.



MODULE OVERVIEW

Behind every great career is a strong partnership. But when disagreements happen, everything can be at risk. This module teaches you how to resolve talent and management disputes with professionalism, fairness, and strategy.



HIGH STAKES
Careers, income, and reputations are on the line.

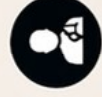
REAL PEOPLE
Emotions run high. Relationships matter.

REAL PROTECTION
Protect the talent. Protect the business. Protect the future.

YOU'LL LEARN HOW TO:

- ✓ Navigate power imbalances with confidence
- ✓ Manage emotional conversations and rebuild trust
- ✓ Address commission, control, and communication conflicts
- ✓ Facilitate solutions that protect careers and partnerships
- ✓ Create agreements that support long-term success

REAL-WORLD DISPUTES WE ADDRESS



TALENT VS. MANAGER
Breakdowns in trust, communication, or expectations.



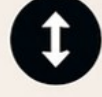
COMMISSION DISPUTES
Conflicts over earnings, splits, and payments.



CAREER CONTROL CONFLICTS
Disagreements over decisions, direction, and opportunities.



REPRESENTATION DISPUTES
Questions about loyalty, effort, or conflicts of interest.



CONTRACT DISAGREEMENTS
Misunderstandings about terms, duties, or deadlines.

THE MEDIATION PROCESS OUR STRUCTURED, PROVEN APPROACH

- OPENING**
Set the tone. Establish trust and explain the process.
- PARTY STATEMENTS**
Give every side space to be heard.
- ACTIVE LISTENING**
Understand the people behind the positions.
- CAUCUS (AS NEEDED)**
Have private, strategic conversations.
- NEGOTIATION**
Explore options. Find common ground.
- AGREEMENT**
Build solutions that work—and last.

TALKING POINTS (FOR INSTRUCTORS)

- ➔ "Talent and managers need each other to win."
- ➔ "Your job is to rebuild communication and protect the bigger picture."
- ➔ "Great mediators don't take sides—they build bridges."
- ➔ "When trust is broken, structure creates the path forward."
- ➔ "We solve today's conflict without destroying tomorrow's opportunities."



OUTCOMES YOU'LL ACHIEVE

- ✓ Resolve disputes without ending careers
- ✓ Rebuild trust and strengthen relationships
- ✓ Protect income and future opportunities
- ✓ Create clear, fair agreements
- ✓ Become a trusted neutral for talent, managers, and agencies
- ✓ Add a high-demand specialty to your mediation practice



CLEAR AGREEMENTS TODAY.
STRONGER PARTNERSHIPS TOMORROW.

— *Better Careers for All.* —

MEDIATION TODAY.
HARMONY TOMORROW.
SUCCESS TOGETHER.



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EMPOWERING FUTURES.**

MODULE 5

MEDIA & PRODUCTION DISPUTES

COMPLEX CONFLICTS. REAL DEADLINES. BETTER RESOLUTIONS.

Learn how to resolve high-stakes disputes in film, TV, digital media, and live production—where creativity, contracts, and timelines collide.

KEEP THE PROJECT ON TRACK. KEEP THE RELATIONSHIPS INTACT.

MODULE OVERVIEW

Media and production projects involve many moving parts—and many people. Disputes can derail timelines, drain budgets, and damage reputations. This module teaches you how to mediate complex production conflicts with precision, neutrality, and industry insight.



HIGH STAKES
Big budgets.
Bigger impact.

REAL PEOPLE
Producers, talent,
crews, studios,
networks.

REAL PROTECTION
Protect the project.
Protect the
relationships.

YOU'LL LEARN HOW TO:

- ✓ Manage multi-party disputes with competing interests
- ✓ Navigate creative differences without killing the project
- ✓ Address payment, credit, and contract conflicts
- ✓ Resolve disputes quickly to keep production moving
- ✓ Build agreements that protect future collaborations

REAL-WORLD DISPUTES WE ADDRESS



PAYMENT & BUDGET DISPUTES
Late payments, underpayments, cost overruns.



CREDIT & RECOGNITION ISSUES
Disputes over who gets credit and how.



CREATIVE DIFFERENCES
Clashing visions, scripts, edits, and direction.



CONTRACT BREACHES
Missed deadlines, scope changes, deliverables.



DISTRIBUTION & PROFIT SHARING
Revenue splits, platform rights, and royalties.

THE MEDIATION PROCESS OUR STRUCTURED, PROVEN APPROACH

- 1 OPENING**
Set the tone. Establish trust and explain the process.
- 2 PARTY STATEMENTS**
Give every side space to be heard.
- 3 ACTIVE LISTENING**
Understand the people behind the positions.
- 4 CAUCUS (AS NEEDED)**
Have private, strategic conversations.
- 5 NEGOTIATION**
Explore options. Find common ground.
- 6 AGREEMENT**
Build solutions that work—and last.

TALKING POINTS (FOR INSTRUCTORS)

- ➔ "Production is a team sport. Disputes shouldn't destroy the mission."
- ➔ "Deadlines are real. Our job is to find resolution before time runs out."
- ➔ "We protect creativity, but we also protect commitments."
- ➔ "Every voice matters, but the project can't stop."
- ➔ "A great mediator keeps the focus on solutions, not the spotlight."

OUTCOMES YOU'LL ACHIEVE

- ✓ Resolve disputes without derailing projects
- ✓ Keep productions on time and on budget
- ✓ Protect professional relationships and future opportunities
- ✓ Create fair agreements that everyone can live with
- ✓ Become a trusted neutral in the media and production world
- ✓ Add a high-demand specialty to your mediation practice

GREAT PRODUCTIONS DON'T HAPPEN WITHOUT GREAT PARTNERSHIPS.

We Help You Protect Both.

**DISPUTES ARE INEVITABLE.
RESOLUTION IS AN ART.
LEARN TO MASTER IT.**



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MODULE 6

HIGH-PROFILE & CELEBRITY MEDIATION

BUILDING BRIDGES.
RESOLVING DISPUTES.
EMPOWERING FUTURES.

DISCRETION. NEUTRALITY. PROTECTING REPUTATIONS.

Learn how to mediate high-stakes disputes involving public figures where privacy, press, and pressure are part of the process.

BEHIND THE HEADLINES ARE HUMAN BEINGS. BEHIND EVERY DISPUTE IS A SOLUTION.

MODULE OVERVIEW

Fame brings visibility—and challenges. High-profile disputes can dominate headlines, damage brands, and impact millions. This module teaches you how to mediate with extreme discretion, emotional intelligence, and professional control.



HIGH STAKES

Big reputations. Bigger risks.



REAL PEOPLE

Personal emotions. Real impact.



REAL PROTECTION

Protect privacy. Protect the future.

YOU'LL LEARN HOW TO:

- ✓ Manage intense emotions and ego with confidence
- ✓ Protect privacy while guiding productive conversations
- ✓ Navigate media pressure and public scrutiny
- ✓ Address reputation concerns without taking sides
- ✓ Build resolutions that preserve legacies and relationships

REAL-WORLD DISPUTES WE ADDRESS



REPUTATION & PRIVACY DISPUTES

Protecting image, privacy breaches, and public fallout.



PUBLIC STATEMENTS

Disagreements over interviews, posts, and public messages.



CONTRACT & ENDORSEMENT CONFLICTS

Breach of deals, brand partnerships, and obligations.



RELATIONSHIP DISPUTES

Personal or business relationships under public pressure.



CRISIS & BRAND IMPACT

Managing disputes that threaten careers and sponsorships.

THE MEDIATION PROCESS OUR STRUCTURED, PROVEN APPROACH

- 1 OPENING**
Set the tone. Establish trust and explain the process.
- 2 PARTY STATEMENTS**
Give every side space to be heard.
- 3 ACTIVE LISTENING**
Understand the people behind the positions.
- 4 CAUCUS (AS NEEDED)**
Have private, strategic conversations.
- 5 NEGOTIATION**
Explore options. Find common ground.
- 6 AGREEMENT**
Build solutions that work—and last.

TALKING POINTS (FOR INSTRUCTORS)

- ➔ "Fame doesn't eliminate conflict. It amplifies it."
- ➔ "Your neutrality is their safe place."
- ➔ "Privacy is part of the solution."
- ➔ "You're not here to judge—you're here to guide."
- ➔ "In high-profile cases, how you handle the process matters as much as the outcome."
- ➔ "A great mediator protects both the people and their legacy."

OUTCOMES YOU'LL ACHIEVE

- ✓ Resolve disputes without public damage
- ✓ Protect privacy and sensitive information
- ✓ Preserve careers, brands, and relationships
- ✓ Create agreements that hold up under pressure
- ✓ Become a trusted neutral for high-profile individuals and organizations
- ✓ Add a high-demand specialty to your mediation practice

IN THE SPOTLIGHT, CONFLICT CAN GO VIRAL.
RESOLUTION DOESN'T HAVE TO.

Be the Mediator They Trust.



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DISCRETION IS POWER.
RESOLUTION IS LEGACY.