

# WBGR ADR INSTITUTE

ALTERNATIVE DISPUTE RESOLUTION · ESTABLISHED 2026

Facilitative Mediation Training

COMPLIANCE INSERT · SEGMENT B

## Cultural, Ethnic, and Gender Dynamics in Conflict and Communication

Printable speaking-point insert for Unit 1 · Module 3 — Conflict Dynamics,  
Communication and Listening Skills.

### PROGRAM

#### Basic 40-Hour Facilitative Mediation Training

Instructor video lecture production guide · speaking points & recording script

**MARYLAND RULE 17-104 · COMPLIANCE SEGMENT B****Cultural, Ethnic, and Gender Dynamics in Conflict and Communication**

Where this is recorded: Unit 1 · Module 3 — Conflict Dynamics, Communication and Listening Skills

**Why this segment is required**

A qualifying basic mediation training must address how cultural, ethnic, and gender dynamics shape conflict, communication, and power at the table.

**Speaking points to record**

- Cultural, ethnic, and gender norms shape how parties show emotion, take turns, and say no; reading the room through a single lens misjudges what is happening.
- Cultural fluency is part of neutrality — adjust pacing and turn-taking for differences without stereotyping the individual.
- These dynamics also shape power and voice at the table, which the mediator works to keep balanced.

**Mediator language to model on camera**

- » “Help me understand what feels respectful to you in how we run this conversation.”
- » “Let me make sure I understand — what matters most to you here is?”

**Student checkpoint**

- Can students adjust pacing and turn-taking for cultural and gender differences without stereotyping the parties?
- This segment is mirrored in the module quiz bank so it stays examinable.