

WBGR ADR INSTITUTE

ALTERNATIVE DISPUTE RESOLUTION · ESTABLISHED 2026

Facilitative Mediation Training

UNIT 2 RECORDING GUIDE

The Mediation Process

Unit header welcome video and module lecture speaking points for on-camera recording.

PROGRAM

Basic 40-Hour Facilitative Mediation Training

Instructor video lecture production guide · speaking points & recording script

UNIT 2 · UNIT HEADER — WELCOME VIDEO**Unit 2: The Mediation Process**

Opening statements, party storytelling, agenda setting, issue identification, and interest-based facilitation.

Slide 1 · Welcome & Training Outcomes

Open the unit on camera: “Welcome to Unit 2, The Mediation Process.” Orient students to what this unit covers, then state the outcomes.

By the end of this unit, students will be able to:

- Deliver a clear mediator opening statement.
- Guide balanced party storytelling.
- Convert stories into a neutral agenda of issues and interests.

Slide 2 · Core Concepts

- The opening statement establishes the mediator's role, confidentiality, voluntariness, and ground rules.
- Storytelling lets each party be heard fully before problem-solving begins.
- A neutral agenda is built from both parties' narratives, not the mediator's opinion.
- Interests are the needs underneath stated positions — surfacing them opens room to negotiate.

Slide 3 · Mediator Behaviors To Model

- Balance airtime so each party feels heard and respected.
- Summarize to demonstrate understanding and lower defensiveness.
- Reframe from positions to interests as issues are named.

Slide 4 · Student Discussion Prompts

- » Ask students to draft one sentence of an opening statement in their own words.
- » Discuss: how do you keep an agenda neutral when one party is far more talkative?

Slide 5 » Readiness Checkpoint & Welcome Video

- Confirm students understand the unit goals and how the three modules build on each other.
- Record the welcome video here: invite students into the unit, set expectations, and preview the first module.
- Close: “When you are ready, continue to Unit 2, Module 1.”

UNIT 2 · MODULE 1**Mediator Opening Statement and Ground Rules**

Set informed consent, process expectations, and respectful participation.

Slide 1 · Training Focus

Frame the module on camera and tell students what they will be able to do. Focus: Set informed consent, process expectations, and respectful participation.

- Deliver a complete opening statement covering role, confidentiality, and voluntariness.

- Set ground rules that invite respectful, balanced participation.

Slide 2 · Core Talking Points

- The opening statement explains the mediator's role, confidentiality, and voluntariness.
- Ground rules set respectful participation and informed consent.
- Parties keep the authority to decide their own resolution.

Slide 3 · Mediator Language To Model

Demonstrate neutral, facilitative phrasing students can reuse:

- » “My job is to help you talk this through; the decisions stay with you.”
- » “Let us agree to let each person finish before the other responds.”
- » “You can take a break or ask for a private conversation at any time.”

Slide 4 · Role-Play Practice

Each student delivers a 60-second opening statement; peers check for the required elements.

Slide 5 » Student Checkpoint & Lecture Video

- Check for understanding: Does each student's opening statement cover role, confidentiality, and voluntariness?
- Record the module lecture video here, walking through the talking points beside slide five.
- Remind students the module quiz unlocks after they mark this lecture video reviewed.

UNIT 2 · MODULE 2**Storytelling, Active Listening, Summarizing and Reframing**

Help parties feel heard while moving from blame to workable issues.

Slide 1 · Training Focus

Frame the module on camera and tell students what they will be able to do. Focus: Help parties feel heard while moving from blame to workable issues.

- Manage uninterrupted storytelling while keeping balance.
- Summarize each party's story and reframe toward shared issues.

Slide 2 · Core Talking Points

- Storytelling lets each party share their perspective without interruption.
- Summarizing demonstrates understanding and balances airtime.
- Reframing moves the conversation from positions to interests.

Slide 3 · Mediator Language To Model

Demonstrate neutral, facilitative phrasing students can reuse:

- » “Take your time — tell me what happened from your point of view.”
- » “What I am hearing is? did I get that right?”
- » “Both of you have mentioned trust; that may be something we can work on.”

Slide 4 · Role-Play Practice

One student tells a conflict story; another summarizes and reframes it for the class to assess.

Slide 5 » Student Checkpoint & Lecture Video

- Check for understanding: Can students summarize both stories fairly before moving to problem-solving?
- Record the module lecture video here, walking through the talking points beside slide five.
- Remind students the module quiz unlocks after they mark this lecture video reviewed.

UNIT 2 · MODULE 3**Agenda Building, Issue Spotting and Interest Identification**

Build a neutral working agenda from party narratives.

Slide 1 · Training Focus

Frame the module on camera and tell students what they will be able to do. Focus: Build a neutral working agenda from party narratives.

- Convert two stories into a short, neutral agenda of issues.
- Identify at least one interest behind each stated position.

Slide 2 · Core Talking Points

- A neutral agenda is built from both parties' narratives.
- Issue spotting separates the topics that can be negotiated.
- Interests are the needs underneath stated positions.

Slide 3 · Mediator Language To Model

Demonstrate neutral, facilitative phrasing students can reuse:

- » “It sounds like the things to work through are scheduling, payment, and communication — anything else?”
- » “Underneath that request, what would it give you that matters?”
- » “Let us list the topics neutrally so we can take them one at a time.”

Slide 4 · Role-Play Practice

From a short fact pattern, students build a neutral agenda and name the interests behind each item.

Slide 5 » Student Checkpoint & Lecture Video

- Check for understanding: Can students produce a neutral agenda phrased so neither party feels blamed?
- Record the module lecture video here, walking through the talking points beside slide five.
- Remind students the module quiz unlocks after they mark this lecture video reviewed.