

WBGR ADR INSTITUTE

ALTERNATIVE DISPUTE RESOLUTION · ESTABLISHED 2026

Facilitative Mediation Training

UNIT 4 · MODULE 2 RECORDING GUIDE

Role Play Lab: Family, Workplace and Community Disputes

Slide-by-slide speaking points for recording this single module lecture video.

PROGRAM

Basic 40-Hour Facilitative Mediation Training

Instructor video lecture production guide · speaking points & recording script

UNIT 4: PRACTICUM, ROLE PLAYS AND PROFESSIONAL READINESS — RECORDING CONTEXT**Role Play Lab: Family, Workplace and Community Disputes**

This module belongs to Unit 4: Practicum, Role Plays and Professional Readiness. Role-play performance, observer feedback, ethics review, court and community readiness, and final preparation.

Before you record

- Record the Unit 4 welcome video and the other modules in this unit in the same session so the unit presents as one continuous lecture series.
- Follow the five-slide rhythm below; record the lecture video beside slide five after delivering the talking points.

UNIT 4 · MODULE 2**Role Play Lab: Family, Workplace and Community Disputes**

Manage high-emotion conflicts with balanced participation.

Slide 1 · Training Focus

Frame the module on camera and tell students what they will be able to do. Focus: Manage high-emotion conflicts with balanced participation.

- Keep a calm, balanced process when emotions run high.
- Use reframing and caucus to protect dignity and momentum.

Slide 2 · Core Talking Points

- High-emotion disputes require balanced participation and a calm process.
- The mediator preserves dignity and self-determination.
- Reframing and caucus help manage strong emotions.

Slide 3 · Mediator Language To Model

Demonstrate neutral, facilitative phrasing students can reuse:

- » “I can see this matters deeply to both of you; let us take it one step at a time.”
- » “Let me make sure each of you has the chance to be fully heard.”
- » “Would a short private conversation help right now?”

Slide 4 · Role-Play Practice

Run a family or workplace role play with rising emotion; debrief how balance and dignity were preserved.

Slide 5 » Student Checkpoint & Lecture Video

- Check for understanding: Can students keep participation balanced and respectful under emotional pressure?
- 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.