

WBGR ADR INSTITUTE

ALTERNATIVE DISPUTE RESOLUTION · ESTABLISHED 2026

Facilitative Mediation Training

UNIT 4 RECORDING GUIDE

Practicum, Role Plays and Professional Readiness

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 4 · UNIT HEADER — WELCOME VIDEO**Unit 4: Practicum, Role Plays and Professional Readiness**

Role-play performance, observer feedback, ethics review, court and community readiness, and final preparation.

Slide 1 · Welcome & Training Outcomes

Open the unit on camera: “Welcome to Unit 4, Practicum, Role Plays and Professional Readiness.”

Orient students to what this unit covers, then state the outcomes.

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

- Practice complete mediations with feedback.
- Demonstrate ethical judgment in realistic scenarios.
- Prepare for final certification review.

Slide 2 · Core Concepts

- Role plays rehearse the full process from opening statement to signed agreement.
- Observer feedback and reflective practice steadily improve mediator skill.
- Professional readiness includes ethics, evaluation, and clear next steps.
- Final review prepares students for certification and real-world referrals.

Slide 3 · Mediator Behaviors To Model

- Preserve dignity and self-determination, especially in high-emotion disputes.
- Use neutral questioning to clarify expectations and obligations.
- Model reframing and caucus to keep difficult conversations productive.

Slide 4 · Student Discussion Prompts

- » Ask students what they want feedback on before their first full role play.
- » Discuss one ethical dilemma they expect to face and how they would handle it.

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 4, Module 1.”

UNIT 4 · MODULE 1**Role Play Lab: Civil, Contract and Landlord-Tenant Disputes**

Practice issue development and agreement drafting in common civil matters.

Slide 1 · Training Focus

Frame the module on camera and tell students what they will be able to do. Focus: Practice issue development and agreement drafting in common civil matters.

- Run a civil dispute from opening statement to a draft agreement.
- Use neutral questions to clarify contract or tenancy obligations.

Slide 2 - Core Talking Points

- Role plays practice issue development in realistic civil matters.
- The mediator drafts agreements that both parties can perform.
- Neutral questioning clarifies expectations and obligations.

Slide 3 - Mediator Language To Model

Demonstrate neutral, facilitative phrasing students can reuse:

- » “Help me understand what each of you expected to happen.”
- » “What would a fair, workable arrangement look like from here?”
- » “Let us capture that as a clear commitment you can both keep.”

Slide 4 - Role-Play Practice

Pairs run a landlord-tenant or contract role play; observers note neutral questions and draft a term.

Slide 5 » Student Checkpoint & Lecture Video

- Check for understanding: Can students move a civil dispute toward a clear, performable agreement?
- 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 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.

UNIT 4 • MODULE 3

Professional Practice, Evaluation and Final Review

Prepare for assessment, reflective practice, and next professional steps.

Slide 1 • Training Focus

Frame the module on camera and tell students what they will be able to do. Focus: Prepare for assessment, reflective practice, and next professional steps.

- Self-assess strengths and growth areas using the evaluation criteria.
- Outline next steps toward certification and practice.

Slide 2 • Core Talking Points

- Reflective practice improves mediator skill over time.
- Professional readiness includes ethics, evaluation, and next steps.
- Final review prepares students for certification.

Slide 3 • Mediator Language To Model

Demonstrate neutral, facilitative phrasing students can reuse:

- » “What did you do well, and what would you adjust next time?”
- » “Which skill do you most want to keep developing?”
- » “Here is how the evaluation and certification review will work.”

Slide 4 • Role-Play Practice

Students complete a brief self-evaluation and set one professional development goal to share.

Slide 5 » Student Checkpoint & Lecture Video

- Check for understanding: Can students reflect on their practice and name clear next steps toward certification?
- 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.