

# Mediation Through Action Methods

run by

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## Presentation

Experience shows that conflicts are common and normal: when they have a low level of tension we sometimes don't even call them conflicts, and we solve them quite fast. What we don't want is that the level of tension grows and gets so high that the conflict turns into war.

At times, we are available to be chosen as a facilitator in a mediation process.

It is no easy task!

The specific skills required for a facilitator are manifold and take time to integrate.

To be efficient, the facilitator will need to address not only the specific conflict, but also the situation related to it. To help getting to an acceptable solution, (s)he will have to enhance the work climate and to develop each one's capacity to collaborate comfortably, creatively and efficiently.

In other words, not only does it require knowing the fundamentals, mastering the role of the facilitator, and persevering into a somewhat difficult process, but also one needs to have some practice in accompanying the protagonists in conflict.

This training will address both necessary dimensions: the knowledge and the know-how.

## Goals

The primary goals of this training program are to develop the required skills to be able to

- put oneself in a pressure-free position in difficult situations
- know the ins and outs of a mediation process
- get the hang of facilitating a mediation through Action Methods
- ease acceptable solutions out of a complex situation

## Method

This training is run according to Action Methods' methodology (J.L. Moreno). It is an interactive, playful and dynamic space

... using *in each session*:

- Lectures-discussions
- Exercises
- Action techniques
- Practice
- Exams (for certification)

## Pre-requisite

- Some knowledge on conflict resolution
- Experience in running groups/teams
- Possibilities of applying (if not mediation) at least problem solving in groups/teams

## THE FUNDAMENTALS

*September 21-23, 2018*

### **Distinguishing the components of a situation**

Differentiating problems, conflicts and crises in an always-more-complex-than-it-seems situation; identifying their specific stakes and manifestations. Elaborating appropriate ways to address each of them.

### **Laying the foundations of mediation**

Defining mediation and its limits, the role of the mediator (facilitator) and his/her basic positioning. Establishing the necessary triple focus.

### **Introducing Action Methods in a mediation process**

Using step by step the 5 phases of Action Methods and making the most of their integrative lines in each mediation session. Choosing the action techniques according to the situation.

### **Evaluating the state of the group or a team through Action Methods**

Differentiating difficulties based on relational dynamics, «raison d'être», values, roles, rules, structures, workloads, power, authority, alliances... and addressing their specific dynamics.

## FACILITATOR'S ROLE and PROCESS OF MEDIATION

*November 23-25, 2018*

### **Elaborating the way of being of the Facilitator**

Developing the necessary attitudes that which might be facilitating a conducive climate and a constructive communication frame, empowering each and every protagonist and providing trust and safety.

### **Exercising the basic ways of doing of the Facilitator**

Elaborating and practicing the opening statement and the agreement upon a strategy (phases). Experimenting setting the contract, giving the words, reformulating, synthesizing etc. Exercising the closure of a session.

### **Facilitating the process of mediation through Action Methods**

Answering the FAQ about mediation. Generating awareness of the diversity of possible positioning. Stimulating creativity, efficiency and synergy through Action Methods. Facilitating a dynamic change towards collaboration.

### **Choosing action techniques according to the phase of mediation**

Exercising a balance and a synergy between each phase of mediation and the choice of action techniques to explore the situation and to develop creative options that are mutually acceptable.

## "WORKING THROUGH DIFFICULTIES"... to CLOSURE

*January 18-20, 2019*

### **Practicing the 5 phases of mediation**

Experimenting facilitation of a mediation and the use of Action Methods, experiencing the process, reflecting on it, evaluating and elaborating from the mediation sessions.

### **Using one's Multiple Intelligence through Action Methods**

...to put oneself in a pressure-free position, to handle one's own emotions, as well as in order to facilitate, in the other(s), the differentiation between needs, emotions and stakes.

### **Handling high level tensions**

Distinguishing between aggressiveness and violence and finding creative ways through Action Methods of responding to these high levels of tensions.

### **Choosing action techniques according to the phase of mediation**

Exercising a balance and a synergy between each phase of mediation and the choice of action techniques to explore the situation and to develop creative options that are mutually acceptable... all the way to the closure.

### **Norbert Apter (Harvard M.Ed.) – Geneva – Switzerland**

Pioneer of humanistic Action Methods and Psychodrama in the French part of Switzerland, Norbert Apter is the Director of Institut ODeF (in Geneva) and a trainer of trainers, as well as an international lecturer and author of diverse articles.

Norbert Apter has been working for institutions (schools, hospitals, social services, etc.), for companies (banks, law firms, transport, etc.) and for international organizations (United Nations, CERN – European Center for Nuclear Research, ICRC in Sarajewo – International Committee of the Red Cross, etc.). Throughout the years, Norbert Apter has run for them a great number of teambuilding, conflict resolution workshops, mediation within pairs and teams, as well as a lot of training courses on relational competencies, including a full training of Internal Facilitators / Mediators at ILO (International Labour Organization).

Both his articles (written for either a general or a specialized public) and his lectures (sometimes in Universities) have focused on difficult professional relations, emotional intelligence, stress management, change, interculturality, and Action Methods.



**Place:** Hotel Euroopa, Tallinn, Estonia

**Registration fee:** 900 EUR (early bird fee is 750 EUR until July 1, 2018)

Reduced price for students and staff at Helsinki, Tallinn and Tartu Psychodrama Institutes is 750 EUR (early bird fee is 600 EUR).

After August 15th, 2018, cancellation fee is 100% of the participation fee. You can change the participant without costs.

Reserve your place in this seminar: <https://goo.gl/forms/hsVFuhV22wI07DoJ3>

Further information and questions: [pd@self.ee](mailto:pd@self.ee)

### **Accommodation**

In Hotel Euroope, you can reserve accommodation

Please, contact hotel by email ([info@euroopa.ee](mailto:info@euroopa.ee)) and phone (+372 6699 777).

### **Travelling to Tallinn, Estonia**

Tallinn (Estonia) is an old medieval town with very charming atmosphere. There are daily flights from major European airports, and ferry connections from Helsinki and Stockholm (Helsinki is only 2 hours by ferry).