

## **Annexes**

- 1. Student impressions from previous Courses**
- 2. Course Administrative Instructions**
- 3. Draft Programme**

### **1. Students' impressions from previous Courses**

**...A truly immersive and transformative experience and a critical lesson in interpersonal communication.**

**DB**

Communication Adviser to the European Commissioner for Regional Policy

**Your mediation course was out of the top drawer, both in terms of content and delivery. The focus on the human side of mediation, and the emphasis on doing it (rather than just talking about it) through the Emerald Simulation resulted in a great learning experience. Your highly experienced team of facilitators and mentors complemented each other and went the extra mile to share their knowledge and personal insights; they really were outstanding.**

SG ISSAT/DCAF Geneva

**The course was one of the best educational programs I have ever undertaken. The combination of distance learning, classroom instruction and practical lessons provided the optimal learning experience. The credentials of the tutors were outstanding and the method of teaching highly effective. Although the course is for CSDP Mediation training, I believe it would be useful for anyone in a management position.**

P Mac B- Legal and Public Affairs/PR consultant

**All the elements for success have been brought together to make a hit of this week: competent staff, friendly people, great venue, motivated trainees and well-balanced course content with varied activities.**

DP EEAS – EUMS

### **2. Administrative Instructions**

- **Target audience:** the course is open to both civilian and military EUAM UA personnel.
- **Fee:** the course has no tuition fee.
- **Places and nominations:** The total number of participants is limited to 12 students.
- **Applications:** the Mission will provide the list of the candidates.
- **Registration** will not be final until it has been confirmed by the ESDC Secretariat, and the participants have provided the requested data
- **The language** used in the course will be English.
- **Attendance** participants' attendance is mandatory for the 4 online group sessions. Participants will receive an ESDC certificate only if they have completed the whole course, including all the e-learning aspects.
- **Points of contact:** for questions regarding participation issues /course/ registration and online aspects, please contact:
  - ✓ Dr Kieran Doyle, course director, at [Kieran.Doyle@mu.ie](mailto:Kieran.Doyle@mu.ie)
  - ✓ Alberto Bragadin, training manager at the ESDC, at [alberto.bragadin@eeas.europa.eu](mailto:alberto.bragadin@eeas.europa.eu).

### **Diversity and Inclusion**

The ESDC strives to create a gender-sensitive and inclusive environment in all its courses, activities and day-to-day work. Only in an inclusive environment can all people, and therefore the ESDC and its partners, reach their true potential. We do not and will not discriminate on the basis of race, colour, religion, gender, gender expression, age, national origin, disability, marital status, or sexual orientation in any of our activities or operations. The ESDC and the Training Institutes do not tolerate any conduct that violates these values.

## Topics included in Online Preparatory materials

Week 1	Week 2	Week 3
<p>About the Course</p> <p>Course Design</p> <p>Negotiation-What is it?</p> <p>Effective negotiation</p> <p>Scenario for Roleplay During Course</p> <p>Conflict Styles</p> <p>Cultural Influences</p> <p>Conflict Analysis</p>	<p>Types of Negotiation</p> <p>Distributive Negotiations</p> <p>Integrative Negotiations</p> <p>Creating and Claiming Value</p> <p>Key Issues to Manage</p> <p>Listening</p> <p>Questions</p> <p>Approaches to Questions</p> <p>Negotiation deadlocks</p> <p>Preparing to Negotiate</p> <p>Objective of Parties at the meetings</p> <p>Team Based Negotiations</p> <p>How will the roleplay sessions work?</p>	<p>Questioning Strategy and 'Face'</p> <p>Frames and Reframing</p> <p>Mediation</p> <p>Problem-solving mediation</p> <p>The Mediation Process</p> <p>Dialogue Facilitation</p> <p>Strategies for Agreement</p> <p>Spectrum of outcomes.</p> <p>About the Mediation Exercise</p> <p>Your task and how to go about it.</p>

### Programme for 4 online group sessions,

The participants will be required to study materials provided online, in their own time, over three weeks, **prior to joining 4 online group sessions**, involving all participants and conducted over 4 consecutive mornings. These Group Sessions, designed on the premise that all the study materials provided online have been completed, will be as follows-

Monday		Tuesday		Wednesday		Thursday	
Time	Activity	Time	Activity	Time	Activity	Time	Activity
1000 1025	Introductions	1000 1030	What is Negotiation	1000 1100	Integrative Negotiations Exercise	1000 1030	Mediation
1025 1120	Listening	1030 1105	Cultural Differences Exercise	1100 1140	Key Issues to Manage	1030 1115	Reframing
1120 1130	Break	1105 1115	Break			1115 1125	Break
1130 1220	Questions	1115 1200	Conflict Styles	1140 1150	Break	1125 1245	Mediation Roleplay
1220 1300	Conflict Analysis	1200 1300	Distributive Negotiation Exercise	1150 1300	Negotiation Roleplay	1245 1300	Review

