Online Facilitation Skills for Mediation-BC Mediate
ONLINE-PAPA4034

Date: Mon, May 4- Sun, Jun 14, 2015
Length: 6 wks online
Times: primarily asynchronous; some synchronous participation* as well (see below for more details)
Cost: $595 + applicable taxes
Best to Register by: Mon, Apr 20, 2015

Mediate BC Society and Royal Roads University have collaborated to create a unique online course designed to teach experienced mediators how to conduct mediation using technology. The content is founded on and inspired by Mediate BC's 6-year Distance Mediation Project which confirmed that distance mediation can increase access to justice safely, affordably, and effectively. The Royal Roads online environment offers an innovative, relevant and powerful learning experience designed to assist mediators in learning how to implement technology in conflict resolution in order to meet today's needs.

In this six-week course for experienced mediators, participants will:
• explore some of the most popular online dispute resolution (ODR) technologies being used to conduct online mediations today
• be introduced to the key issues relating to online mediation
• learn techniques specific to online mediation, including how to build an online practice
• engage in lectures, discussion forums, readings, hands-on work with selected ODR technologies – with an emphasis on web conferencing technology

While this course will primarily be in an asynchronous format, allowing mediators to participate as their schedule allows, there will be two synchronous lectures and role plays requiring real-time participation.

Learning will be practical and experiential in nature, and will prepare participants for practicing distance mediation. The learning will be in the form of asynchronous online group discussions, several asynchronous and synchronous guest lecturers (from recognized leaders in the field), readings, an individual research exercise, mediation role-plays, interactions with the instructor and reflective practice feedback.

The main focus will be on using technology as a communication tool (e.g., as with web conferencing), rather than as a dispute resolution tool (e.g., as with Smartsettle). While the material will make clear the value of using a 'multi-tool' approach to online mediation, time constraints will mean focusing on the use of a specific technology – i.e., the use of web conferencing technology.

This is an introductory course, designed to provide trained and experienced mediators with a broad overview of the subject matter.

Time Requirements: Participants should expect to set aside a minimum of 5-7 hours each week for lectures, group work and to focus on assignments.

Prerequisite: This course is designed for trained and experienced mediators. In order to gain the full benefit of this course participants should have completed at least a basic 40 hour mediation training AND have conducted a number of mediations.
*Synchronous Meetings:*
In week 1 - on Tuesday, May 5, at 7 pm.
In week 3 - a synchronous presentation on Monday, May 18, evening.
In week 5 - on June 1, daytime.
In week 6 - on June 8, evening. This presentation is on marketing in the digital era and may not be of interest to those already established in their mediation business. It is an optional offering.

All presentations will be recorded and available on our Moodle site the next morning. They are lecture style, little interaction. All contact info with presenters will be available if a learner wants to contact them with a question.

**Continuing Education Units (CEU)** will be available for this course at the rate of (1) CEU for 8 hours of class time. Please contact our office for more information.

**This course counts as:**
- 40 hours CPD credits from the Law Society of British Columbia
- 40 hours toward Mediate BC's annual professional development requirements
- 40 hours toward Mediate BC Roster core education in conflict resolution and mediation theory and skills training.

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**Facilitator:** With a unique combination of training and experience in mediation, facilitation and professional coaching, Erika Deines, BA Jus, CMed, helps create effective dialogue to share ideas, create plans, tackle issues, or resolve conflict. She is a Chartered Mediator, holds a B.A. in Justice Studies and is a graduate of the Erickson College professional coaching program. She recently completed post-graduate studies in the NeuroScience of Leadership.