



### **Seminar: How Mediation Works**

#### **Course Description:**

Mediation has the power to transform the way people solve their disputes and is a better and most effective way to resolve conflict. Mediation is now widely used around the world for resolving different types of disputes and is considered less time consuming and more cost effective than court proceedings.

In conducting mediation, the mediator is faced with a number of challenges, many times rooted in the personal circumstances or dispute between the parties and at other times in their social or cultural differences. The Mediator is assigned with the task of helping the parties work together to find a creative and mutually agreed solution to their dispute. In this respect mediation offers the parties many benefits and could potentially not just resolve the dispute but transform the business or even personal relationship of the parties, so that any agreement reached will be long lasting and successful in every way.

#### **Seminar aims:**

- Advance your understanding of core mediation skills
- Enhance your communication skills and abilities in the role of the mediator
- Gain insights into the different techniques practiced in mediation
- Understand how to apply skills, tools and strategies in practice
- Improve your ability to take account of cultural considerations and facilitate negotiations between disputing parties from different cultural backgrounds
- Provide you with hands on experience as a mediator in a simulation
- Help you understand how one can address legal and ethical issues in mediations
- Become aware of one's own perceptions and cognitive biases when mediating conflict.

**The seminar is addressed to:**

- Lawyers, Architects – Civil Engineers, Business Executives, in-house Mediators or Freelance Facilitators, as well as all professionals who aim to develop their mediation skills and improve their ability to resolve disputes with an international character

**Following this training the participants should be in a position to:**

- Define mediation as a concept and as a process
- Understand what happens in a mediation – step by step
- Acknowledge the benefits of using mediation for the parties in resolving their disputes
- Acknowledge the challenges a Mediator may face during a mediation
- Identify the strategies and techniques a Mediator can use to tackle such challenges and successfully mediate the dispute

**Seminar Information:**

- ✓ Language: Greek
- ✓ Duration: 7 hours
- ✓ Certificate of attendance
- ✓ May qualify as additional training experience for mediators registered in Cyprus

**Trainer:**

Melina Karaolia, LLB (Hons), Barrister at Law, MCI Arb

Melina is a Partner at M. Eliades & Partners LLC since 2008. Her work encompasses a diverse range of corporate and litigation matters. She advises clients in multiple commercial, civil law issues and business law disputes. She concentrates on corporate and commercial litigation and arbitration. She advises and represents clients in international corporate transactions, commercial contracts, mergers and acquisitions and legal matters relating to corporate project structuring and business development.

Her multiple practice areas also include insurance law, company redomiciliations and competition law. Melina has further received training and experience in the negotiation and drafting of contracts for Oil and Gas by the leading oil and gas lawyer J. Jay Park QC and the international legal adviser in Energy and Mining Dr. William T. Onorato. She is currently a Member of the Association of International Petroleum Negotiators. Melina is a qualified Arbitrator in Cyprus and Member of the Chartered Institute of Arbitrators in London. She has also been trained and is currently actively interested in working with Mediation. She is an accredited and registered Mediator in Cyprus and has recently obtained the EMTPJ cross-border mediation certification, specializing in the settlement of international commercial disputes. In recent years she has been training professionals and company officials on improving their negotiation skills and has further been delivering trainings in “International Mediation” in association with an established training center from Belgium and Mr. Willem Meuwissen, a renowned and well established mediator in Belgium.

Melina is also an accredited and registered as an independent Insolvency Consultant in Cyprus. She graduated from the Law School of the University of East Anglia, UK, with an LLB Honors degree. Melina holds a diploma in International Commercial Arbitration from Queen Mary University (London) and is a qualified Barrister-at-Law, a member of Gray's Inn London and the Cyprus Bar Association.

**Seminar General Information:**

**Date(s):**

TBA

**Registrations:**

<http://www.infocreditgroup.com/services/be-spoke-hrda> .

**Seminar fee:**

- Amount payable- €150 (Incl. VAT)

*The registrations close 2 days before the starting date of the seminar. **For further information:** tel.: 22398000/22398221 or email:[training@infocreditgroup.com](mailto:training@infocreditgroup.com).*

Seminar schedule:

<b>Seminar title: «How Mediation Works_»</b>				
1 meeting x 7 hours, 08:30am-16:25pm				
Venue: Strovolos Cultural Centre, Room: ENA, 34 Arch Kiprianos, 2059, Strovolos, Nicosia.				
Tel.: 22311534				
Day(s) & Date(s):				
Day 1:				
Periods *		Duration *	Content	Trainer (s)
from	to	(ώρες : λεπτά)		
08:30	10:00	1.30	<ul style="list-style-type: none"> <li>Icebreaker</li> </ul> The Mediation Path- Structuring the conflict resolution conversation: <ul style="list-style-type: none"> <li>From Standpoints to Interests</li> <li>From Interests to Options</li> <li>From Options to Solutions</li> </ul>	Melina Karaolia
10:00	10:30	0.30	<ul style="list-style-type: none"> <li>Private Sessions / Caucus</li> <li>Non-Verbal Communication in Mediation</li> <li>Questions in Mediation</li> <li>Integration</li> </ul>	Melina Karaolia
10:30	10:45	0.15	Break	
10:45	11:45	1.00	<ul style="list-style-type: none"> <li>Private Sessions / Caucus(continue)</li> <li>Non-Verbal Communication in Mediation(continue)</li> <li>Questions in Mediation(continue)</li> <li>Integration(continue)</li> </ul>	Melina Karaolia
11:45	13:15	1.30	<ul style="list-style-type: none"> <li>The Emotions of the Parties</li> </ul>	
13:15	13:40	0.25	Lunch	
13:40	15:10	1.30	<ul style="list-style-type: none"> <li>European Mediation</li> <li>The Mediation Agreement</li> </ul>	Melina Karaolia
15:10	15:25	0.15	Break	
15:25	16:25	1.00	Simulation exercise <ul style="list-style-type: none"> <li>The participants will be divided into two groups and be given two versions and assigned roles of a mediation case study. They will be expected to use the script to prepare for a negotiation. Then they will be called to directly negotiate with each other and feedback will be given at the end of the exercise.</li> </ul>	Melina Karaolia
Total Net duration ***		7:00		

Kind regards,

*Infocredit Professional Education team*