

Mediation

and integrated
Mediation

Get the **2** star
EU leveled
Mediator's
qualification

Modular media-
tion training for
advanced extend-
ing the training of
the EU project in
2006/2007

INTEGRĒTĀ **MEDIĀCIJA**



This training is established on cooperation between “Integreta Mediacija Latvija” (following as IM/LV)

INTEGRĒTĀ MEDIĀCIJA



and “Integrierte Mediation e.V.” (following as IM/DE, while IM means integrated mediation in general).

INTEGRIERTE MEDIATION



IM/LV and IM/DE care about mediation issues. Both intend to increase awareness and dissemination of mediation, a new and most effective way of conflict resolution. This is defining cooperation of IM/LV and IM/DE in general at the instance of an advanced training in mediation and integrated mediation to be established in Latvia.

Ideas and cooperation concept

IM/LV and IM/DE are pleased to present a concept providing concrete offers of basic and advanced education of mediation in Latvia. Beside that the cooperation is to support IM/LV building up own training offers and competences in regard of mediation and integrated mediation. It also means to empower IM/LV to certificate one and two star mediators according to IM standards. Further on it is meant to increase the knowledge about integrated mediation and to mutually support dissemination capacities regarding mediation in any field of use. This cooperation will also be a crucial step to fix IM mediation standards on international level.

The model of cooperation

IM/DE is a non-government mediator's association registered by the court. It's a charity organization and tax privileged¹. The self-understanding of IM/DE is a professional association caring of every mediator's need to work as such in any kind of practice. Beside that IM/DE is researching mediation matters with a focus on how mediation might be implemented in systems. IM/DE was founded in 2001. Although IM/DE is situated in Germany this association is embattled internationally. IM/DE now is one of some professional associations in Germany responsible for standardization, qualification and certification of mediators.

Actually IM/LV is a sister association established on own rights. IM/LV is a provider and a supporter of mediation in Latvia. This association has been founded as a consequence coming out of EU project “Dispute Resolution System and provision of Training for legal practitioners” dossier no. LV/2004/JH/02. The object was about the implementation of mediation in Latvia (following as “EU project”). The

¹ IM/DE doesn't have VAT duties and no VAT ID number

EU project took place in 2006/2007. IM/LV champions the ongoing use of mediation on best level possible in Latvia.

Up to now there is no binding agreement about the way of cooperation and mutual support between IM and its partners abroad. At the instance of the training we take the chance establishing a binding and fruitful cooperation of IM/DE and IM/LV which might become an example for others like IM/A or IM/CH as well.

Partners, contact and communication

Contract partners of this and further agreements are

- Integreta Mediacija Latvija
represented by the president Dace Beinare
Alberta iela 13, Riga, LV-1010
www.in-mediation.eu/lv/
- Integrierte Mediation e.V.
represented by Arthur Trossen, chairman
Im Mühlberg 39, 57610 Altenkirchen
www.in-mediation.eu

The authorities executing this cooperation in general and the training project especially are the chairs of IM/DE and IM/LV. On German side the reference person actually is:

- Arthur Trossen
Tel.: +49170 5454091
E-mail: Arthur.Trossen@gmail.com

On Latvian side the reference person is:

- Dace Beinare
Tel.: +371 29114448
E-mail: Dace.beinare@gmail.com

The language will be English. Negotiations have to be concluded among those authorities solely. Negotiations with others will not be accepted as done on behalf of IM. This is a contract ruling the cooperation in general and the training to be executed by IM/LV and IM/DE. It might become a pattern for other association abroad dealing with IM.

Cooperation in general

IM/DE will support IM/LV in general to improve dissemination of mediation, advertisement, knowledge transfers, establishing common standards, legitimization of certification, quality management. IM/LV will support IM/DE by exchanging experience, developing and establishing international standards, understanding, developing and spreading the idea of integrated mediation assuring sustainability of education and mediation services and increasing competences in cross border mediation. This cooperation will be established perpetually until it will be canceled formally by one of the partners².

² more about see under Empowering IM/LV page 18, Networking and further support, page 20 and Financial aspects, page 22

Cooperation regarding the training

IM/DE will provide everything possible according to resources available in order to conduct an advanced training of 2 star mediators on the one hand and to assist IM/LV in offering 1 star mediator's trainings. This part of the agreement will be terminated after the 2 star mediator's training will be executed. Further trainings will need a separate agreement among the contact partners.

The owner of that training is IM/LV. IM/LV will act on own responsibility regarding the outer organization and the tuition raising, the premises, financial issues and translation.

IM/DE will act as the coordinator on the German side and take care about content, election of trainers and institutes involved. Since IM/DE itself is not operating trainings and is (because of its charity status) not involved in business affairs naturally, trainings will be executed usually by institutes, which are empowered to organize trainings acting on own responsibilities following the IM standards. This training will be executed through institutes of mediation of which at least one has been empowered by the board of integrated mediation³. On the German side primarily responsible is Win-Management GmbH (following as WM). WM will additionally offer training material and support as specified below⁴. WM will be aligned with AL-Institute (following as AI) and Institut für Konfliktbearbeitung (following as IFK). In order to assure that this training will fit to IM standards and to overcome financial challenges IM/DE will be free to exchange the institutes involved and to select the trainers individually. IM/DE also is free to adjust the curriculum according to the competences of the trainers involved.

To enable IM/LV for own education of certified mediators and in order to provide mediation and integrated mediation independently all the resources available in Latvia should be involved as much as possible and as far as wanted. This is to value the competences already available and to guide IM/LV step by step to do full scale mediator trainings on its own authority. The allowance to certify and to organize trainings independently will be given to IM/LV as soon as there is at least one Latvian 3 star mediator available. IM/DE will take care that becoming a three star mediator will be an option to IM/LV experts as a step alongside that cooperation.

USP

USP means the unique selling proposition, which makes mediation understandable in a sense of integrated mediation and which makes this training course unique and better demanded than others.

USP regarding integrated mediation

Integrated mediation is nothing else but mediation. It is broadening the use of mediation services in fact. This improvement becomes possible, since IM sees the mediation process more like a progress of cognition, understanding and transferring what is to be understood. To allow this experienced use of mediation Inte-

³ officially empowered are up to now WM and IFK

⁴ WM is a provider of a far distance study of mediation aligned with a university in Germany. The material will be offered to be used in Latvia. See Training material, page 14

grated mediation expects a deeper understanding of what mediation means. Therefore integrated mediators have to pass a full-scale education in mediation in order to deploy mediation and integrated mediation services. Integrated mediation is not limited to juridical procedures as many people think. It allows using mediation skills wherever understanding is helpful. There will be one training module dedicated to learn about integrated mediation especially.

USP regarding the training

Since this training in mediation is combined with IM/DE this course will be full-scale mediation training for advanced with aspects of using mediation skills additionally outside the pure (formalized) mediation case. It will feature all day's life cases and the use of mediation skills in professional settings that normally do not allow a mediation procedure. As a benefit the use of mediation will be increased for all the participants after that training. The trainers recruited will be well experienced on the mediator*** level. It is guaranteed, that they have a sufficient practice in mediation in various fields and ways as well as in conducting trainings.

USP additionally for Latvia

This training will fit to highest standards, as used in Germany with IM/DE since more than 6 years now. By passing the mediator** exam, the trainees will fulfill a crucial legitimation to become a mediator***. Each module can be applied itself. There is no duty to book the whole course. The training continues the trainings of the EU project "implementing of mediation in Latvia". It further on will be implemented in the work of IM/LV, which will provide a shelter for alumni afterwards.

USP regarding the EU

This training offer might be seen a logical consequence coming out of that EU project mentioned already. It is a straight continuation of that in order to improve the knowledge in mediation. It respects that the training offered during that project couldn't provide more than the qualification of a one star mediator, knowing that the standards of qualified mediators on the continent is higher leveled. Therefore this training will enforce the sustainability of that EU project as a need to be covered now.

The concept of a full range education

The training concept in general is the 2nd step from a 1 to a 3 star mediator. It doesn't matter if meditation practice is planned for private, professional or educational usage. According to the IM philosophy the full scale training divides three crucial steps, where the mediator* (1 star mediator) has a general knowledge and understanding of mediation. The mediator** (2 star mediator) is a full-scale mediator (general mediator), able to work on any field in mediation. The mediator*** (3 star mediator) is certified and allowed to conduct mediation trainings on her/his own.

Advanced training

The training offered in Latvia right now will be a 2 star mediator's training. It is a continuing education focusing how mediation is working in different fields of me-

diation concerned to work on different conflict levels with a variant number of clients from one to many, accessing different target groups and professional aspects of mediation as well as integrated mediation.

The course is divided in 5 modules. Each module will affect the methods, principles and attitudes taught already in the mediator* education. It will provide plenty of examples how to use them in real cases and under different conditions and various settings. There will be a practical and theoretical input. The way of teaching is bridged on a didactic concept behind. Different trainers will be engaged in order to give examples about different views and ways of mediation.

Application

It is recommended that participants who want to join the full-scale mediator** training or single modules out of that will have to sign a binding application.

Eligibility requirements in general

Trainings in mediation are conceptually meant as a further education. A condition for participating therefore is in general to be experienced working in conflict related professions (lawyer, psychologist, social worker and so on) or having passed a high-school exam for that kind of profession.

Eligibility requirements for becoming a 2 star mediator

Beside the general conditions each participant who wants to receive a mediator** certification needs to fund on some experience in mediation (not only in conflict resolution in general). These funds are to be compared with the knowledge of a mediator*. The mediator* knows about the basics of mediation. That means, s/he has a fundamental knowledge of the procedure, the phases and the meaning of them, the principles, the strategy behind, the attitude, the communication and perception and an idea of conflict theory. Each applicant has to prove that the conditions of participation are fulfilled. Participants who have passed already the training organized in the frame of the EU project are to be seen as a mediator* naturally. They do not need to prove any more than that. The others should explain individually whether they are on an equivalent level of education.

The pre-education should be 70 hours, although the natural standards of IM foresee a 100 hours training. The invitation of the participants should leave room for exemptions clearly. If people have a lower pre-education, they might participate in case they know basics about mediation however. That might be possible after 30 hours of training already joined. The decision whether participants are able to follow the course or whether the eligibility requirements are fulfilled or not will be delegated to an authority of IM/LV who might have a short interview with those applicants before. It should be clarified that people who do not fulfill the eligibility requirements may participate but not receive a 2 star mediator certification until the missing training will be caught up somehow later.

For those who do not fulfill the eligibility requirements or those who just would like to refresh their pre-education, it is recommended to deliver the material availab-

le⁵ in the manner of a far distance study (for what is originally was created). Beside that it is recommended and supported by IM/DE to offer some kind of an extension course, which might be organized alongside the mediator** education or afterwards and which is conducted by IM/LV on its own responsibility. After filling the missing hours up to at least 180 hours of training for minimum those participants will receive the 2 star mediator certification as well.

Letter of confidentiality and respected copy-right

As there will be examples and cases to be discussed as well as intimate issues, each participant will have to sign a letter of confidentiality which will be drafted by IM/DE. This has to be submitted latest at the first day of presence training. Where participants applied only for single modules, it has to be submitted at the first day of the module where they will take part. Beside that the participants have to sign a declaration, in which they respect the copy right of the material which will be handed out and that this material will not be distributed or forwarded to anybody else without the allowance of IM/LV. They will transfer the copy right of videos taken in the training, photos, and minutes to IM/LV.

Self-commitment and standards

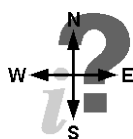
As mediators to be the participants will subscribe the code of conduct and the standards of IM if not done already. This self-commitment is a crucial condition to assure that professional mediators will obey the standards of mediation according to the national law and in the sense of the EU directive 2008/52/EC of the European parliament and of the council of 21 May 2008 on certain aspects of mediation in civil and commercial matters. Participants should subscribe their self-commitment at the beginning of the first presence training. IM/LV is free to adapt the IM/DE standards to Latvian conventions. In case that happens, IM/DE is to be informed hence IM/DE will imply those changings to the international standards which should be common to all the IM associations.

Participants of single modules

It will be allowed and wanted to invite participants for single modules. Those who do not need a certification are not obliged to prove their level of pre-education. In spite of that it should be to the awareness of each participant that this is an advanced training where basic knowledge in mediation is supposed.

The bricks of training

The training will be built on bricks as follows:



A

Curriculum

This curriculum is the guidance through the content to be taught⁶.

⁵ Training material, page 19

⁶ Curriculum, page 9



B Powerpointslides

Powerpointslides will visualize the main content of the training. It depends on each trainer as far as s/he uses them. A projector should be allocated. There are powerpoint slides already available in Latvian language⁷.



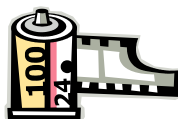
C Presence

There will be a presence training with lectures and exercises⁸.



D Scriptures

There will be written material like scriptures and books available⁹.



F Video

Video material is provided to release the lecturers and to empower self-trainings¹⁰. It should be known and reflected by everybody who will join that training.

Some of our trainers are using video recordings for role-plays in order to make supervision and reflection more intensive. Videos are available on DVD afterwards¹¹.



G Peer groups

Peer groups are to be established by the participants themselves. They will give an additional opportunity for exercises¹².



H Intranet

There is a platform available for exchange of ideas and experience.

I Supervision / Intervision

Supervision is mandatory¹³.

⁷ see also Training material available, page 14

⁸ Contact (presence) training, page 13

⁹ Training material, page 14

¹⁰ Training material, page 14

¹¹ Training material, page 14

¹² Personal training / Exercises, page 16

¹³ Personal training / Exercises, page 15



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Certification

The certificate will provide the right to be called a mediator** (2 star mediator), who is on the level of a practicing mediator.

Participants who do not want deliver their exam works will become an accreditation about the time of joining the training.

Curriculum

This curriculum lists the main items to be taught in a mediator** education. It builds on pre-education. The participants will be treated as advanced. The curriculum is fixed on the trainers. In case of changings it has to be adjusted. Items where experts from LV might be involved are marked in red.

1st module: professional aspects of mediation

Institute:	WM
Responsible:	Arthur Trossen
Co-Trainer:	Monika Trossen
Time frame:	2011, October 20 th , 21 st and 22 nd
Language:	English preferred, German if wanted
Purpose:	Understanding mediation on all the aspects a professional should know. Initialization of the training.
Motto:	Do a good job if you like to become a mediator!

- Introduction of the studies, organizational queries, signature of documents (best if the key expert introduces)
- Introduction: the admissibility of mediation and the right way to mediate. Giving a structure where, how and why that is needed in mediation training.
- If wanted: presenting the written lectures according LV law queries (professional law for offering services, law requests to become a mediator, tax restrictions, enforcing negotiations, restrictions by law advice)
- Different ways of mediation and the structure behind. About the continuum of mediation
- Ways to access to justice (conflict theories, conflict resolution and strategies)
- Preparations necessary before the mediation starts
- The contradiction of the dynamic of procedures and the dynamic of conflicts (deepening the use of methods and techniques according to the mediator's tool box out of different views along the procedure)
- Different worlds of thinking in a single universe (logical and dialectic thinking, dealing with contradictions and dilemmas).
- The meaning of rules and standards and the character of mediation (mediation as an autonomous procedure of the parties)
- Mediation and the aspects of law (law impact on mediation).
- The economic aspects of mediation (meaning of money, how to sell mediation services, questions of marketing),

- Professional aspects of mediation (education, meaning of standards, mediation contracts, the legal liability, dismissing and forcing, about the duties in mediation)
- Co and team mediation
- Quality management in mediation
- Organizational queries, Reflection of peer group's exercises, home work (Cases for peer groups)

2nd module: mediation in the field of family cases

Institute:	AI,
Responsible:	Ali Leyendecker
Co-Trainer:	occasionally: Manus Leyendecker
Time frame:	15 th , 16 th and 17 th of December
Purpose:	Basics in relationship conflicts
Language:	German
Headline (Motto):	Dealing with relationship conflicts

- Introduction: what is family mediation and how will it be demarked from other mediations in relationship conflicts. Giving a structure where, how and why that issue is needed in mediation training.
- **If wanted: Presenting the written lectures of LV experts (lawyers) about the legal frame for negotiations given by the Latvian family law and about interfaces to family law suits**
- **If wanted: presenting written lectures of LV experts (psychologists) about relationship of couples differed to relationship of grandparents, parents and children, family systems, gender attitudes**
- How to deal with emotions in Mediation in general and especially in family cases
- How family systems are influencing the mediation
- The parties in family mediation cases (how to deal with children, couples, new and old partners)
- The various forms and dynamics of relationship conflicts and how they influence the mediation
- Typical conflict situations in family conflicts like triangle situations (one, two and more parties)
- Divorce and separation in mediation
- Deepening the procedure of transformative mediation as a way to proceed in relationship conflicts.
- Mediation and the inner conflict (mediation with only one person)
- Initializing peer groups, home work (Cases for peer groups)

3rd module: about the mediator's inside

Institute:	IFK
Responsible:	Iris Berger
Co-Trainer:	Curd Berger
Time frame:	15 th , 16 th and 17 th of March 2012
Language:	German
Purpose:	How to build up one's personality
Headline (Motto):	Find your own way of mediation

- Introduction: Mediation and mediator's personality. Giving a structure where, how and why that is needed in mediation training.

- if wanted: presenting the written lectures of LV experts (psychologists) about self-recognition, closeness and distance of professionals, direct coupling, meaning of attitudes, Concepts of group-supervision of cases and reflection of peer group's exercises
- The meaning of emotions in different views (mediants, mediator, lawyers, court)
- About the attitude of a mediator (the need to switch off head, heart and soul)
- Protecting against the emotions of parties (neutrality, impartiality, anchoring),
- The contradiction of empathy and neutrality (the balance of distance and closeness)
- Psychological ability of mediators (stepping in conflicts without becoming a part of it)
- Organizational queries, Reflection of peer group's exercises, home work (Cases for peer groups)
- Supervision and cases

4th module: mediation included

Institute:	WM
Responsible:	Arthur Trossen
Co-Trainer:	Monika Trossen
Time frame:	10 th , 11 th and 12 th of May 2012
Language:	English preferred, German if wanted
Purpose:	Understanding the mediation as a psychological procedure
Headline (Motto):	Do it wherever – How mediation changes your life beside

- Introduction: Why do we need that? Giving a structure where, how and why that is needed in mediation training.
- Strategic aspects in, before and around the Mediation. The so called migration strategy
- Mediation in the sense of a procedure to accept contradictions and to find insights where it is not expected
- The phase before the mediation starts (Pre-mediation)
- What makes it work or not (Formal and informal communication, building up obstacles, doing instead of talking)
- Tips and tricks (target negotiations, pentagram of solutions, networking)
- Conflicts with and influences of other procedures
- Court based mediation and how to deal with that
- Integrated mediation in business and family cases
- The borders of mediation – mediation in hostile environments
- The obstacles to overcome (voluntariness, confidentiality, working with different roles under one hat)
- Organizational queries, Reflection of peer group's exercises, home work (Cases for peer groups)

5th module: mediation in the field of business cases

Institute:	AI,
Responsible:	Ali Leyendecker

Co-Trainer:	occasionally: Manus Leyendecker
Time frame:	12 th , 13 th and 14 th of July
Language:	German
Purpose:	Mediation in business cases
Headline (Motto):	Deal with business conflicts

- Introduction: The various forms of mediation in commercial cases (interoffice conflicts, conflicts between enterprises, conflicts between associates). Giving a structure where, how and why that is needed in mediation training.
- **If wanted: presenting written lectures of LV experts (psychologists or sociologists) about system theory, dynamic of groups, group development, roles**
- Adjusting the conflicts to the conflict dimensions (relationship-, content-, value-conflicts, structural-, systemic- and other kinds of conflicts)
- Introducing typical conflicts in that field (how to treat the clients, staying on one communication level)
- Interoffice conflicts (how to work with many, different settings and their relevance to the procedure, pointing out mobbing conflicts and interfering conflicts as a phenomenon, involving superiors, structure and enterprise, the use of organigram and sociogram, working with the owner of the conflict, representatives and substitutes).
- Working with groups
- Contracting conflicts between enterprises
- Challenges in economic mediation (confidentiality, voluntariness, and responsibility)
- Closing of the seminar and partying

Finalization

Institute:	IM/LV
Responsible:	Dace Beinare
Time frame:	September 2012
Purpose:	Marking the very end of that training, Handing out certifications eventually alongside a conference (see below)

Contact (presence) training

Since the 2 star mediator trainings are divided in 5 modules, each module will be opened by a presence training. The presence training is a must for everybody, who wants to become a mediator**. This advanced training is calculated to 100 hours of education lasting 5 times 3 full days with a minimum 20 hours of each module (5 x 20 = 100). The schedule of each module should be fixed.

Number of participants

The lowest number possible of paying participants is 10. This quorum has been fixed due to the calculation and didactical needs. The maximum figure of participants is not fixed. 15 paying participants would be ok. In case there are more than 20 applications the training concept and organization might be adjusted.

Attendance

To prove the presence of the students, attendance lists have to be signed. If somebody is hindered to participate one or more days of training, s/he has to get detention the hours missed. If that is not possible, as there is no other education on that level offered, s/he might offer some additional work, reflecting about the missed training and proving that s/he understood what has been taught to the others. In that case we will find individual solutions, how to heal the lack of information and exercises.

Trainers

IM/DE guarantees that the trainers will be obliged to follow the curriculum. Beside that they will stay independent and self-responsible to achieve the aims dedicated to each of the modules. This is to make different styles of mediation visible and to respect the interdisciplinary of mediation.

The language of the presence education is Latvian. The trainers will present in German language. Translation will be necessary.

Co-trainers

The trainers are free to engage co-trainers on their own. Co-trainer's honoraria will not be listed on the pay roll. The expenditures of co-trainers will be fully reimbursed if there is no honorary paid to the trainers. Otherwise they will be reimbursed up to the amount budgeted for the trainer's travel costs.

Schedule

To ease planning and to assure the attendance of everybody in every module, the terms of presence education will be fixed on a long-term view. The presence modules naturally are planned in a frequency of around two or three month taking place on Thursday, Friday and Saturday. In order to make booking of flights possible as early as possible IM/LV will inform, when the minimum number of participants have applied the seminar. In case training has to be postponed for reasons a trainer is not responsible for, her/his expenditures will be compensated although.

Premises

The premises should provide rooms for dividing the participants in two or more workgroups. This might increase the practical training. Good if simultaneous translation equipment is available.

Training material

The training material manifests what is to be taught and it helps establishing own trainings later. The more training material is available the more it will release the trainers to lecture. It will increase opportunities for practical trainings and it leaves something that can stay and be used for further trainings of IM/LV. There are two ways to include such material. One way is using material available already the other way is producing it. The ideas and proposals following might show what is possible to be achieved. They are to be seen like options and chances to be taken and not a must to do so.

Training material available

- **Mediacija / Mediacijas pamati teorija und prakse**
This is a book about mediation available in Latvian language. This book is a translation of the second volume of a book series called *Compendium Mediationis*. It can be downloaded for free from www.in-mediation.eu.
- The same is concerning the video "Magic of Mediation" which might be copied by IM/LV. A master DVD is available.
- There are power point slides already available in Latvian language as far as they have been used in that EU project. They concern the 1 star mediator training and might be supplemented. It is offered to IM/LV to extend these slides in order to fund own trainings. In total there are about 600 power point slides available in German language covering the 2 star mediator training. They might be used for adding and completing the training material if wanted.
- **Compendium mediationis**
The main scriptures are used in a far distance study, which is conducted by WM in Germany. The books are published by WM, which is the owner of copyright. There are eventually two more volumes that might be translated. The source is offered herewith.
- Beside that there are excerpts and handouts available for translation. They will be instructed and supported by some training material and exercises provided by WM. The training material given to the peer groups will include exercises about paraphrasing, case work, methods how to use technics in mediation and mediation skills in general. Where it is not translated, the peer-groups might take care that a German speaking colleague is joining the group.
- **The mobile phone case**
This is a completely filmed and commented mediation. It is solely available in German language. There is a transformative mediation shown. It might be used in peer group work as an example to be watched and reflected. Maybe there will be somebody who can translate it during the peer group meetings. The use of that is voluntarily. WM will provide a DVD which might be used for that purpose.

Training material that might be achieved

- **Digital photos of flip charts**
It is recommended to take digital photos of the flip charts drawn by the trainers. They might be achieved. To do so, it is useful to paginate each flip chart that they can be sorted like pages of a book.
- **Minutes**
The idea to provide IM/LV with training material for own trainings might be completed with minutes of the training. This is an offer to the participants who will be asked at the beginning of each seminar to write protocols about each training day. As a result IM/LV might become a kind of book, in which the training's content is archived. It is recommended to store those protocols to the intranet or a database. IM/DE will support IM/LV to establish that database in a structure according to the standards appropriate. To motivate the participants, IM/DE will accept a protocol instead of the documentation, which is a part of the exam work. There will be benchmarks given by IM/DE to make that protocol fitting to standards.

- Video recording
It is recommended to make video recordings in peer groups as well. The use of video is not mandatory and depends on equipment available.
- Funding a knowledge base
Supporting the idea to gain a fund of training material for further use, it is allowed to deliver training material instead of writing an exam work or that documentation. That might be chosen as an alternate and it is voluntarily. Instead of an exam work we accept a properly worked out lecture regarding items to be negotiated in front of the training and participants who wants to become a mediator*** (see below under LV experts). Instead of a documentation it is accepted to deliver minutes of a complete training day. Form and content will be agreed before in order to have it unique and consistently.

Copy and distribution right

Material that has been translated or produced in Latvian language during the EU project is free for distribution, as this was a condition of that project.

Material that has not been translated yet belongs to WM. It is covered by copyright. WM grants this material for free as long as it will be translated and not in use for business purposes. In case this material will be sold there is a separate provision agreement necessary with WM.

Material that is produced out of the training itself like video records of role plays flip chart drawings is on IM/LV. The participants may need to allow the use of such material.

Personal training / Exercises

The contact training itself will not offer enough opportunities for everybody to exercise the mediation. Every participant should take care that s/he will have at least 5 role-plays where s/he acted as a mediator or a co-mediator. The chance to train mediation intensively is given in so called peer groups. Peer groups have to be established accompanying the training. Each of the participants who wants to become a mediator** has to join the peer group meetings. Building up peer groups is a crucial part of that training concept. The peer group meetings will be appointed at the end of each seminar. Beside that the peer groups have to organize themselves. They will meet once in between of each module minimum. One peer group meeting should take 2-5 hours, where the participants exercise what they have learned during the presence and discuss queries around the mediation procedure. Instructions orally or WM material

Supervision is a must to mirror the behavior of the mediator to be and to give her/him chance to correct and improve her/his way of communication. To save time for lectures in the presence training Latvian supervisors are requested to supervise the participants. If that is not possible, supervision will be included in one of the modules and done by a trainer.

Exam and certification

To be praised by a mediator** certification participants will have to deliver **two written elaborations**. One is an exam work reflecting an item out of mediation.

The other one is a documentation of a mediation case, which has been done by the student latest as a co-mediator. Both are a must. The exam works should be delivered as a printed version as well as an electronic file. The printed version has to be retained for 5 years. The term of archiving those documents might be negotiated differently according to the local law.

Exam work

It is expected that the exam work cover around 10 pages. The student will reflect items describing phenomena of mediation like voluntariness, confidentiality, practical use of mediation in special cases and fields, challenges in mediation and so on. The exam work should reflect issues in kind of a scientific discussion.

Case documentation

The case documentation covers around 5 pages. It should describe a real mediation case. IM/LV might help to find real cases as a part of an own advertisement while offering mediation services as described before. This is a recommendation and on a voluntary base. If it appears that single students are not able to find a real case and IM/LV is not able to provide cases, it will be accepted to deliver a documentation of a self-conducted and supervised mediation done at least during the peer group's meeting.

Assessment

Neither the exam work nor the documentation will be marked. The result is manifested only as "succeeded" or "not succeeded". Means the student's work will be checked whether s/he will be ready for mediator** certification regarding her/his ability to work on mediation competences. To solve translation problems there are some options possible:

- Exam work has to be delivered in German or English. In that case it will be assessed by IM/DE trainers.
- The key expert will be empowered for assessment.

Certification

The certification mediator** will commit that the participant in total has passed an education of 200 hours with content, fitting to the standards of mediation mentioned before. It also commits that the participants have passed an exam successfully.

The mediator certification allows to the graduate to call her/himself a mediator** (2 star mediator).**

To clarify the issuer of the title it might be useful but not obliged to add the "IM" quotation to that in brackets. As this certification fits to IM/DE standards there is no use to add any country codes. If wanted, the title then is to be shown like "mediator** (IM)". The mediator** title accredits the ability to mediate as a professional. It also includes the allowance to achieve the next step of education, which is the mediator*** (3 star mediator).

The certification will be drafted and given by IM/DE in cooperation with IM/LV. It will additionally be signed by the institutes or trainers involved.

Participants who do not apply for certification but participated at least in parts of that training will receive a **certificate of attendance** where the time of joining the seminar and the content will be shown.

In case that it is not possible to deliver the exam works right before the last module ends, it is possible and recommended to schedule a term until when the exam works have to be delivered and to be assessed later, when the certification will be distributed later in a written form. There might be another event organized by IM/LV on its own where the graduated will be celebrated and the certification will be presented. That is recommended.

Empowering IM/LV

Empowering means improving and pointing out the competences available in Latvia already. Additionally it helps reducing costs, overcoming language problems and saving resources to be offered from abroad. Participants and experts will be rewarded as follows:

- Participants writing minutes will be released to deliver one of two exam works
- Experts involved will receive a confirmation about experiences in mediation trainings. This will fulfill one of some crucial criteria to become a 3 star mediator.
- The key expert will be confirmed having training experience like the expert and released to write exam works at all.
- A supervisor might use the chance to specialize her/himself.

IM/LV will be rewarded by gaining steady material, an established supervision in mediation, improved experts and trainers to be.

Creating material

The idea to create material that will stay in Latvia and to be used for further trainings by IM/LV was described before already. There should be a list of handouts, powerpoint slides and other material forwarded to IM/DE and IM/LV in order to gain an overview what could be added.

Involving Experts

In fact there is a need to involve at least some local experts. Since mediation is becoming more and more a substitute to law suits, Mediation is not independent from law quests and especially from the knowledge about Latvian law. As far as this training should empower the professional use of mediation, there is a need to provide some minor lectures about the law as far as it is relevant for mediation. This includes a basic knowledge of juridical methodology, contracting, family law, business law and of course the law about mediation regarding its professional use. In order to adjust those issues to Latvian law and in order to empower IM/LV in offering trainings on an own authority, we will include lectures of experts from LV as much as possible and wanted. The experts will be briefed by an authority of IM/DE. The material gained by that will be on the copy right of IM/LV. It might be used for further education of mediation in LV. The Latvian experts will be recruited among the participants of that course. They will be motivated because their contribution will be accepted as their exam work.

It is recommended to involve experts of other professions like pedagogues and psychologists the same way. There will be items of the curriculum, which have a general meaning like the knowledge of roles, family systems, relationship, perception and communication, which might be taught by experts from Latvia at least partially. IM/LV might propose experts for that. Again experts of IM/DE will brief them. In every case the German expert will be a trainer who bridges these contributions to mediation in a second step. The experts have to deliver a written lecture, which will be accepted as their exam work again.

Supervisor

In a 200 hour training supervision should have 30 hours of that. To save time for lectures in the presence training (which is shortened because of translation already) Latvian supervisors should supervise. The supervisors will be briefed about the specifics of supervision in mediation in front of that. Additionally the Latvian supervisors will be empowered and nominated as such by IM/DE. IM/LV is free to offer supervision alongside the seminar and if wanted as an additional service to be paid by the participants. The supervision will be counted as additional training hours.

Key expert

Nominating one key expert is a main step to make this training easier and eventually possible to overcome language problems. The workload of the key expert is naturally not more than administration duties necessary to organize a certified training. The workload exceeds when assessing the exam works. The key expert is seen as an authority on Latvian side empowered to make decisions on her/his own responsibility. The key expert will be appointed for the tasks following:

- Taking care that the trainers will obey the curriculum, which is a condition for certifying mediators**. S/he has to report if there are deviations.
- Listing or copying the training material (including case descriptions), which has been handed out to allow coordination with the other trainers and to adjust the archives.
- Allowing participation on her/his own responsibility and individual agreements. When somebody wants to apply the training but s/he doesn't accomplish the eligibility requirements, normally that would need to communicate with IM/DE for allowing her/his participation. It is easier if the key expert knows about the conditions and challenges in order to negotiate the terms of participating individually.
- There should be lists of attendance to prove the participation in presence trainings. The key expert might ask the participants her/himself to sign the list of attendance, which will be passed in every module. Otherwise s/he might look for the trainer to do so.
- The key expert also takes care that the participants will be asked at the beginning of each seminar to write protocols about each training day in order to get released from writing an exam work, if it is wanted to gain minutes as described before.
- The key expert will ask participants at the end of each module to appoint peer group meetings. S/he might delegate this to the trainer as well. At the beginning of each new module s/he should take care that the partic-

Participants will be asked about their experience gained in peer group meeting and whether the peer group meeting took place.

- The key expert will be nominated to assess the exam works. This will cause an increased workload in fact.
- When a foreign trainer is obliged for assessing and auditing it will cause additional charges. Beside that there will be costs for translation that could be avoided. For that IM/DE will appoint a so called key expert who will be empowered to care of those duties proposed and mentioned in that elaboration. The key expert will be nominated by IM/LV before the acquisition of the training starts.
- The key expert will be allowed to select and announce experts as assistants and to elect experts concerning the legal questions as a must and regarding other issues as far as it is wanted. It is strictly recommended to elect participants who want to become a mediator*** to apply that offer. But it is not a must for anybody.

All the experts nominated and appointed will be briefed and empowered properly by an expert of IM/DE.

Networking and further support

It is up to IM/LV to keep all the participants in their network. IM/DE doesn't force trainees to become a member of IM, but we recommend to become one. Forcing membership wouldn't fit to IM's self-understanding and philosophy. But it is an option for IM/LV to do so, if wanted. We learned that trainings have a chance to acquire members. As the tuition of non-members is increased, it might be a motivation to join IM/LV.

Internet and Intranet

IM provides a web-page www.in-mediation.eu. This page is multi lingual. If not visible already Latvian language can be added. There is an access to the Latvian part like www.in-mediation.eu/lv/.

While the internet is for public IM provides an intranet for internal purposes. The intranet is closed for the public. It can be accessed by members of IM and by trainees and students.

IM/DE will open that platform for Latvian language in case it is wanted. This platform can be used by IM/LV as a newsletter and web blog system for own purposes and to show up a mediator's directory. Using the web-page by IM/LV is for free. The only request IM/DE will have is to offer a short summary about each post in German or English in order to keep our web-page multilingual.

Mediator's database

In any case there is a register necessary where the mediators** are stored. To prove that the certification has been delivered properly and as a kind of marketing there is a database to be established where the grade of certification and the name of the graduate is stored. IM/DE provides such a database but it is to be negotiated if that register will be on IM/LV regarding the graduates in LV. Nevertheless IM/DE offers to store or present the graduates in the IM/DE database and to list the mediators** on www.in-mediation.eu/lv/, if wanted.

Refreshing seminars

In general and in all the countries where mediation standards are established, they force mediators in general to stay in their knowledge while continuing and refreshing their education after passing the mediator's exam. This frequently continuing education is of a minor extent. It is for example enough to participate a conference or a workshop one day a year. It is recommended to IM/LV to organize that and to certify the participants autonomously. IM/DE will provide what is necessary and possible for that as well. We will appoint the board of IM/DE to certify which conferences and workshops to be will be seen as that. After that it is sufficient to commit the participation of that workshop or conference.

Knowledge database

The intranet of www.in-mediation.eu/lv will be another platform available, which might be utilized by IM/LV on their own fitting to the inner structure of the page. IM/DE will instruct editors from IM/LV to post and contribute on their own responsibility. Our intranet can be opened for IM/LV members after naming them to the webmaster of IM/DE. If wanted, we open the intranet as well for the participants but limited to the duration of the course. IM/DE uses the intranet for example for online supervision. You will also find there textures, contributions and tools helpful for education and scientific exchange.

Conferences

Conferences are to be seen as chance of further and continuing education. It is to refresh and increase knowledge about mediation and to reflect policy, profile and quality of mediation. IM/LV always will be invited naturally. Opposite IM/DE will support conferences in Latvia if wanted. The next conference of IM will be the 1st and 2nd of October in Berlin.

News and information services

IM is interested to increase the network on an international level. For that IM/DE will keep the associations abroad informed about relevant issues. Would be nice if IM/LV will report from time to time what is the development of mediation and especially of integrated mediation in Latvia in German or English language. Right now IM/DE newsletters are forwarded originally already in German language to single German speaking IM/LV members. IM/LV should request if reports from IM should be in English also and tell if somebody else should be the recipient of those frequent newsletters. A brief annual report in English at least is to be exchanged in any case at the end of every year.

Council for international queries

As it is a primary concern of IM to adjust education for all the IM members in any country on EU level, IM will establish rights of any institute or IM associations, which are allowed to certificate trainings for their own. This is to influence rules and standards of education and to adjust the association's policy aiming to a unique quality of star mediators in every country where this title is in use. For that it is planned to establish an extended board at IM/DE or a committee which should meet at least once a year, maybe in combination with an annual conference, to where a delegate / or delegation of IM/LV will be send. This council will be estab-

lished before the conference of 1st and 2nd of October in Berlin, where council will meet first time. IM/DE is called for proposals and invited to announce a delegate or delegation.

Cooperation with others

IM/LV is free and recommended to involve other mediator's associations in LV to cooperate and participate under the rules given by that elaboration. IM/DE is a member of EMNI, a European association of mediators. IM will be allowed to involve EMNI in order to establish common standards of education in EU.

Final celebration of training and conference

As there will be some time passing by when the participants write their exam works, it is recommended to fix a final date when the seminar will be concluded officially. To celebrate the appointment of mediators**, this might be combined with a conference where the certifications will be handed over and IM/LV will manifest competences in mediation. IM/DE will join and support this conference if wanted. The proposal is to schedule that conference the 4th of September 2012.

Acquisition

The training will be open to everybody. IM/LV will care about the acquisition itself. IM/DE will give assistance on demand.

Brand

IM/DE will provide the brand and letter heads using the IM logo, which is carrying the name of integreta mediacija. IM/LV will use name and brand as long as the cooperation is lasting.

INTEGRĒTĀ MEDIĀCIJA



Peer groups and supervision

Beside that peer groups to be established might be opened for supervision and intervention to others as well. It is recommended that the participation of non-students in peer groups might be charged. In general there is no need to resolve peer groups after the training has been completed. A continuing practical training and exchange will be the base for qualified mediation services. From the point of social marketing, peer groups are to be seen a part of the network to be established around IM/LV.

Membership acquisition

To increase the awareness of IM/LV, IM/DE is ready to support IM/LV with lectures and speakers or material and content to organize events where IM/DE will present its competence and services. It is an experience that events and conferences are valid to acquire new members when they see that IM is active in the world of mediation.

Advertisement, flyers and announcements

IM/LV may quote the curriculum out of that paper for distribution. If wanted, IM/DE will help to design and draft flyers and announcements for the full-scale training and for the acquisition of each module itself following the directives of IM/LV. IM/DE is ready to give support if more advertising is wanted. A number of flyers maybe printed by WM and delivered to IM/LV for free, if IM/LV will prepare a print file in Latvian Language before

Distribution

The distribution of that training is on IM/LV. As far as possible IM/DE helps distributing. IM/DE will make an announcement on the web-page in German and English language and open it for customers in Germany and Estonia. Our members in Estonia are interested to join courses in Latvia if language problems can be solved. Sometimes people in Germany ask for it as well. Therefore IM/DE is allowed to send and invite participants joining that course under regular conditions.

Case providing

There will be the need to find real cases the participants have to work with. The documentation of such cases is a crucial part of the exam. It is up to IM/LV and recommended to advertise those cases by offering services for free where a more experienced mediator works with a less experienced mediator in co mediation.

Interpretation and translation

Interpreters needed in presence trainings are to be engaged on IM/LV responsibility and costs.

Internationalizing

As IM is situated in some countries it is our interest to unique the services abroad. Therefore it is in IM interest to offer privileges to any IM member doesn't matter where s/he is situated.

Financial aspects

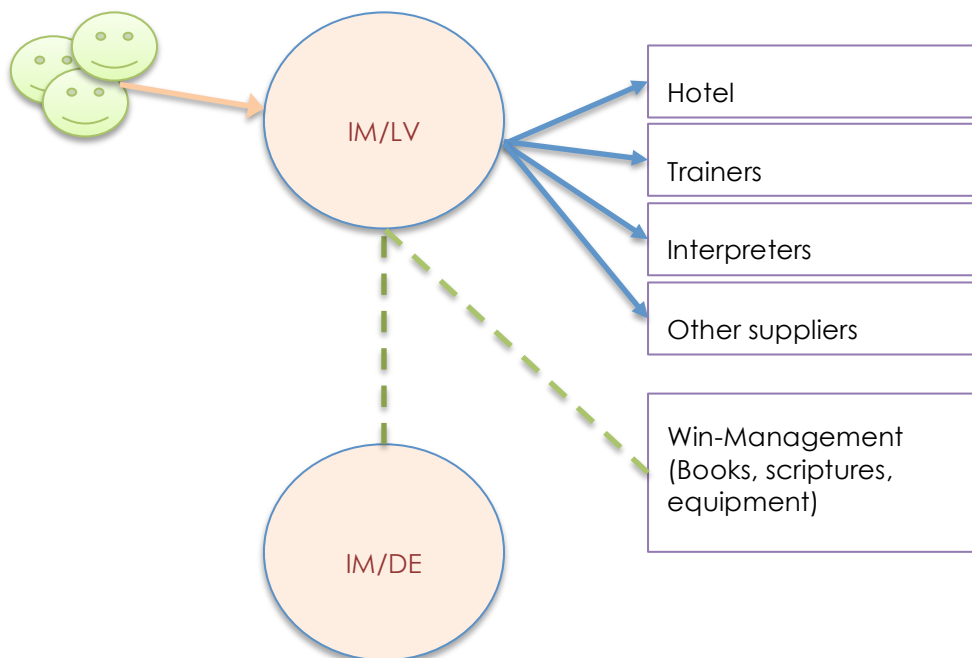
IM/LV and IM/DE are operating independently from each other on their own expense according to the terms of this agreement.

In general

If there are costs to be covered or paid it has to be announced and negotiated particularly. Beside that IM/DE will not charge any services. All the material owned by IM/DE should also be accessible for IM/LV as far as wanted. The web page might be used as well at least for broadcasting and exchanging news and for newsletter services. The usage of IM's web page is for free.

Regarding the training

The training will be financed by the tuition solely. To cover all the costs necessary there will be unsalaried services to be expected from both sides. The model of cash flow therefore is:



The costs of preparing curricula, drafting certifications, management and the customer acquisition in Germany are covered by IM/DE or WM. All the other costs are to be covered by IM/LV.

Honoraria

The trainers will be contracted with IM/LV directly according to negotiations fixed with IM/DE. Even if the trainer's salary and the salary of the key expert might be calculated on usual EU honorary base (450 EUR + VAT + expenditures + per diem), it will not be covered by the income to be expected. Trainers will waste their honoraria as long as there is no bargain to be achieved by IM/LV. It is a must that expenditures of trainers and co-trainers will be covered in any case at least. Trainer's honoraria might be calculated differently to the honoraria of the key expert and the interpreters on IM/LV's own decision. No problem if payments are cashless by granting the participation or offsetting membership fees. All the honoraria to be paid or not are on IM/LV's own decision. IM/DE has to be informed about the calculation where a bargain to be achieved or not is visible.

Tuition

Based on a common and mutually agreed calculation the tuition for **non-members** is:

- 135 LVL for each module
The tuition of the whole course then is 675 LVL.

The tuition for IM **members** is:

- 120 LVL for each module.
The tuition of the whole course then is 600 LVL.

There might be a discount if participants book the whole course in advance. This is recommended to ease planning and to assure that the seminars following will take place. If the discount is around 15% the tuition is for non-members 550 LVL (5*110 LVL) and for members 500 LVL (5*100 LVL). IM/LV is free to decide about the way how to offer and to collect the income needed.

Affidavit

This is to confirm that the training offered and the certification to be given is fitting properly to the standards of IM. It also fits to the standards, which in general have been agreed in Germany, where IM/DE is a member of the DfM (Deutsches Forum für Mediation), the umbrella organization of mediators in Germany. Further on it fits to the code of conduct for mediators on EU level, which has been signed by IM/DE and through that by IM/LV as well.

Dace Beinare
President of integreta Mediacija Latvia

Arthur Trossen
Chairman of integrierte Mediation e.V.



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Riga, 6th of July 2011

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Altenkirchen, 5th of July 2011