

40-Hour Basic Mediation Training March 2025 Syllabus

Course Description

This 40-hour Basic Mediation Training, delivered in accordance with the California Dispute Resolution Programs Act, will feature a combination of both synchronous and asynchronous learning.

Synchronous Sessions: Live in person sessions hosted at the Groundswell Office.

Asynchronous Work: Pework to be completed on Google Classroom due prior to in person sessions.

This course requires participants to complete about 10 hours of asynchronous work prior to the start of the in-person sessions. A link to the Google Classroom will be sent to participants one week before the start of the in-person sessions. Completion of all asynchronous work is required.

The live in person sessions will be held in person from 9am-4pm with a one-hour lunch at noon on each day. There will be an additional small break each morning and afternoon. Snacks and lunch will be provided each day. Trainees will need to sign in every day in the morning and after lunch. Attendance on all five days is required to receive a certificate of completion.

Please review the schedule on this syllabus to ensure you have adequate availability for the time commitment this training requires. If you cannot fully commit to this training, we encourage you to review our website for future dates this training will be offered.

Participants who complete all the asynchronous assignments and participate in all the in-person sessions will receive a certificate of completion. This training exceeds the requirements of the Dispute Resolution Programs Act (DRPA). Successful completion qualifies the new mediator to participate in DRPA mediation programs across the state of California.

Objectives

At the conclusion of this training, participants will...

- Determine the history, policies, and procedures of California's Dispute Resolution Programs Act
- Analyze the characteristics related to their own and others' conflict styles, positions, and interests
- Prepare and carry out all stages of the mediation process, including opening statements, identifying issues, creating an agenda, negotiating, problem-solving techniques, and writing agreements
- Decrease intense emotions during a conflict or mediation session
- Paraphrase, clarify, question, and incorporate the interests of parties in mediation
- Display neutrality and impartiality as a third-party participant in conflicts

Schedule

Monday 3/17 – Sunday 3/23	<i>Pre-work on Google Classroom</i> 10 hours of self-paced learning divided into multiple sections which include videos, readings, and questions
Tuesday 3/18	<i>Optional Orientation on Zoom from 6pm-7pm</i> How to Navigate Google Classroom
Monday 3/24	<i>In Person Session from 9am-4pm</i> Introductions, Stage One, Practice Intake, Practicing Opening Statement, Conflict Styles, Stage Two, Reflective Listening, Layers of Listening, Laundering Language Activity
Tuesday 3/25	<i>In Person Session from 9am-4pm</i> Stage Three, Clarify and Define, Art of Asking Questions, Positions v Interests, Emotions in Mediation, Roleplay Review
Wednesday 3/26	<i>In Person Session from 9am-4pm</i> Stage Four, Transitions, Impasse, BATNA/WATNA, Power Imbalances, Giving Solutions, Roleplays
Thursday 3/27	<i>In Person Session from 9am-4pm</i> Understanding Bias, Exploring Forms of Bias, Identity & Stereotypes, Tools for Addressing Bias
Friday 3/28	<i>In Person Session from 9am-4pm</i> Stage Five, SMART Agreements, Writing Stipulations, Roleplays, Online Dispute Resolution, Final Considerations

Lead Instructor



Marco Antonio Ortega (he/él) is the Director of the Dispute Resolution Program at Groundswell. He is an active practitioner of facilitative mediation, restorative justice, and transformative justice with a particular interest in community mediation and local peacebuilding. He has helped people navigate situations of harm and conflict in schools, courts, organizations, and communities in both Spanish and English. He has developed and delivered numerous trainings and workshops on a variety of human relations topics including toxic masculinity, immigration, and mass incarceration. Marco also serves as a consultant with the National Association for Community Mediation and as a board member with Community Legal Aid SoCal. He has a Master of Arts in Negotiation, Conflict Resolution, and Peacebuilding from California State University, Dominguez Hills and a Master of Advanced Study in Criminology, Law and Society from the University of California, Irvine.

Email marco@wearegroundswell.org with any questions.