

Training International Mediation

Online Training
with Renowned International Trainers



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The training at a glance

- **Training to become an International Mediator in 114 hours**
In only half a year you will receive in-depth insights into interculturality, international mediation and online dispute resolution.
- **Conducted by IKOME® Dr. Barth GmbH & Co. KG – the mediation institute in Leipzig, Germany with experienced trainers**
For more than 20 years IKOME | Steinbeis Mediation has been active in national and international mediation. We provide mediation services and offer basic and special mediation trainings based on and exceeding the requirements of German mediation law. IKOME | Steinbeis Mediation has established itself internationally as the organizer of professional conferences for mediators working worldwide in Berlin, Florence, Leipzig, Stuttgart and Warsaw. We offer mediation as a service and train mediators - and we do so with trainers who have proven themselves in practice, some of whom have their own mediation institutes. We are one of the leading mediation institutes in Germany.
- **Qualitative Digital Training with your Trainers:**
All of our trainers are highly skilled professionals in mediation, cross-border dispute resolution and matters of intercultural communication.
- **Bookable Add-On: Supervision / Coaching**
If you already have an international mediation case at hand and want another perspective or support in dealing with it, you are more than welcome to book an additional supervision for your case. Or make use of our individual coaching if you need help with building your international mediation business.

Digital Training International Mediation

Solving conflicts across borders - how does international mediation work?

"In the age of globalization, the world is growing ever closer together. This also applies to mediation. The need for mediators who are trained in international dispute resolution is growing steadily. With our training we prepare them in the best possible way for their demanding task," - Prof. Dr. Gernot Barth, Head of IKOME | Steinbeis Mediation.

As borders become more permeable than ever before, people move and build their lives across them. Conflicts related to work or family thus won't stop at borders either, bringing with them implications for the practise of mediation and conflict resolution. Different legal systems, varying standards and diverse cultural perspectives are all of relevance and need to be taken into account by mediation practitioners.

What does it take to conduct mediation in an international and/or intercultural setting?

In order to mediate cross-border or intercultural conflicts, you do not only need profound mediation skills and experience. It is also important to understand the cultural differences of the involved parties and how these cultural specifics influence communication, conflict understanding and conflict escalation. Moreover, international mediators require knowledge about legal issues within national and transnational frameworks. They have to be able to establish an empathetic and trusting relationship to all parties of the conflict and be aware of their own task and attitude.

That said, you have to take into consideration, that mediation and the role of a mediator are understood differently in different parts of the world, too – which again has an impact on the mediator's work.

In our training course you will acquire all competences to master the challenges of international mediation and conduct international and intercultural cases successfully. The focus of the practice-oriented training is on teaching methods of intercultural conflict management and mediation, intercultural communication, intervention techniques and special aspects of cross-border conflicts using example cases. Cognitive contents are presented in connection with practical problems (cases). Our interdisciplinary training also promotes the communicative and interactive competence of the participants, who have different cultural backgrounds themselves. You will be enabled to deal with intercultural conflicts constructively.

Further focus is given to Online Dispute Resolution (ODR), negotiation as well as knowledge concerning the necessary (international) legal frameworks.

The training is delivered online by expert international trainers and consultants in English. It consists of a basic part with live seminars, nine e-learning units for self-learning, three in-depth workshops and a final exam with case simulations.

How does our qualification course help you to enhance your career?

A specialization in international mediation is becoming more and more indispensable for mediators working in the business, family or public sector and being confronted with intercultural issues in their cases. The qualification is also of high value for conflict resolution in civic participation projects or for mediating conflicts in the neighbourhood or between tenants when different cultural backgrounds are playing a role.

Graduates of our course will be enabled to mediate conflicts:

- between companies in different countries
- within international companies
- in teams with different cultural backgrounds

- in bi-national families
- between customers and companies in different countries
- in communities with different cultural backgrounds
- between companies or public bodies and communities when intercultural issues are at stake

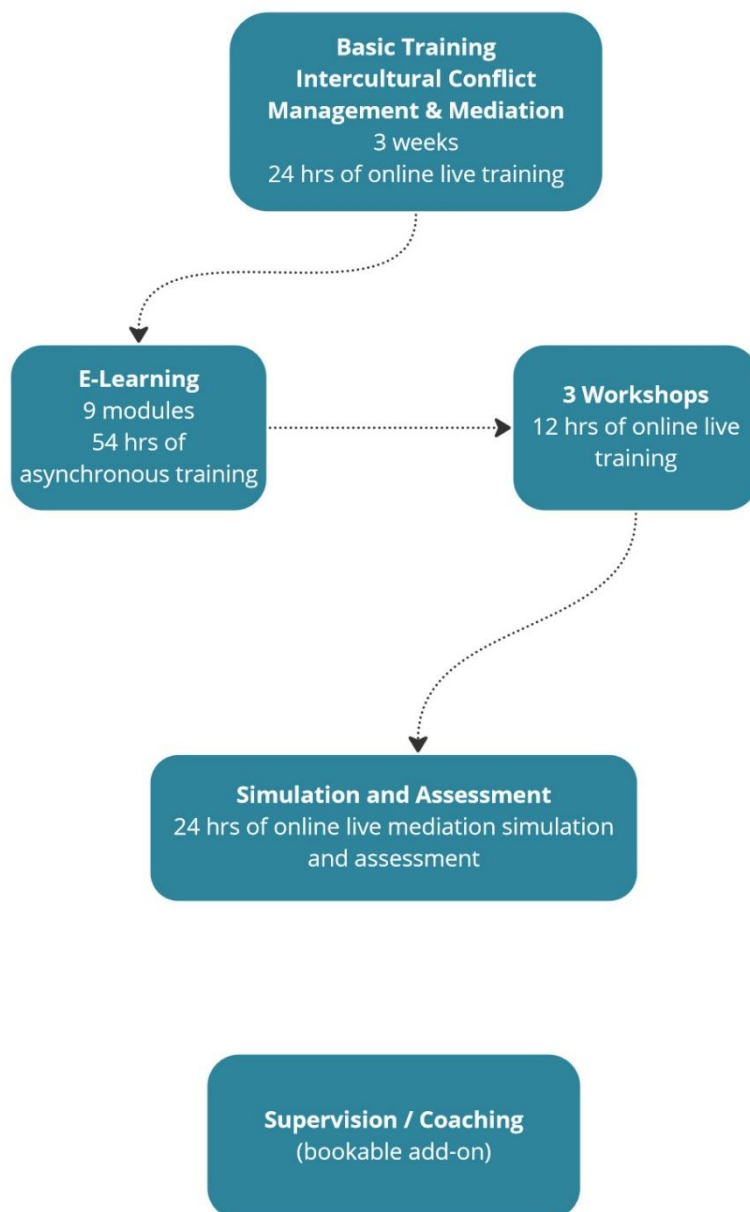
... to name only a few examples.

Whether you plan to fully dedicate your mediation career to international cases, or you want to add intercultural cases to your national portfolio, or even use part of the qualification for your consulting or training activities, our International Mediation Training Course allows you to do it all.

Importantly, our training course is targeted at mediation professionals, meaning that a previous training in mediation practices is required when wanting to gain a deeper insight into the intercultural processes at the core of international mediation.

Training Content

Our training course combines synchronous and asynchronous learning modules. Each module is focusing on a specific content. However, content which has already been learned is also repeated and meaningfully linked to new aspects. Role plays, practical cases, exercises and analytical feedback support the transfer of knowledge into practice. Thus, a continuous increase in competence of the trainees is ensured. Trainees are provided with access to an e-learning platform.



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Total amount of hours: 114

Please see page 9 for details on course dates and times.

Curriculum

Module 1: Basic Training “Intercultural Conflict Management and Mediation” (24 hrs online live training)

- Introduction to Intercultural Conflict Management and Mediation
- Main Topics:
 - Intercultural Communication
 - Characteristics of International Mediation
 - Conflict and Conflict Escalation in Intercultural Settings
- Basic Theoretical Concepts and Practical Approach
- Case Study
- Role Play

Module 2: E-Learning

(54 hrs asynchronous training, self-study, tests & peer group meetings online)

- Alternative Dispute Resolution (ADR) Legal Framework & Mediator`s Responsibility
- Mediation Styles and Code of Conduct
- Culture and Communication
- Conflict Analysis
- Negotiation
- Mediation Stages
- Mediation Techniques
- Co-Mediation
- Online Dispute Resolution (ODR)

Module 3: Workshops (12 hrs online live training)

- Varying In-Depth Topics of International Mediation
- Conducted by International Experts in Corresponding Fields
- Concrete Topics to be announced later

Simulation & Assessment (24 hrs online live simulation)

- Simulation of International Mediation Cases
- Individual Feedback of Experienced Mediators
- Assessment of Training Course Participation

Supervision / Coaching (bookable add-on)

- Supervision for your international mediation cases with professional supervisor in one-to-one setting
- Coaching for your international mediation business with professional coach in one-to-one setting

Training site

Online via Zoom

All modules of our International Mediation Training will be conducted online and thus allow for location-independent participation.

Trainers



Allison Malkin

Allison Malkin is a mediator, trainer and leadership coach who has lived and worked in numerous countries around the world. Her mediation practice focuses on cross-border family and workplace conflicts. Allie Malkin is an accredited mediator with IMI - International Mediation Institute and a serving mediator with the International Mediation Centre for Family Conflict and Child Abduction (MiKK). She designs and delivers training in the area of conflict resolution, cross-cultural communication and mediation to a range of development organizations in Europe and Africa.



Christian von Baumbach

Christian von Baumbach studied Japanese studies, lived in Japan for over six years and worked there as a translator. He is a mediator (BM, BAFM, SIMI), cross-border family mediator (MiKK e.V.), train-the-trainer (IHK); specialised in international and intercultural mediation. In addition to his work as a mediator, he is active as a lecturer and trainer for mediation and intercultural communication (Euro-FH, HAW Hamburg, Osaka University, University of Heidelberg).



Luca Dal Pubel

Luca Dal Pubel is a scholar-practitioner in conflict resolution, mediation, and online dispute resolution. He teaches alternative dispute resolution, mediation, and negotiation courses for the International Security and Conflict Resolution (ISCOR) program and Political Science department at San Diego State University. He cooperates with European and American Higher Education Institutions, NGOs, and Public Institutions in educational and research activities. His research and teaching interests are in the areas of Conflict, Conflict Resolution, Online Dispute Resolution, and Alternative Dispute Resolution. He is a member of the International Council for Online Dispute Resolution (ICODR).

Participation Requirements

The training is aligned with the European Credit System for Vocational Education and Training. Upon successful completion of the course, trainees receive a certificate issued by Steinbeis University Berlin.

The following criteria must be met to receive a certificate:

- completed university studies or vocational training and at least 3 years of relevant work experience (desirably in the mediation field)
- attendance of 80% of the training and pass of all tests
- complete application documents: CV, certificate of highest level of education and certificate of mediation training