

Elder Mediation Program

Day One

11:30-12:30 Welcome and Lunch

Introduction to the program:

- The backbone of the program is contained in the seven principles of negotiation created in the Harvard Mediation/Alternative to Dispute Resolution project and documented in the resource text 'Getting To Yes'. The restorative justice process and method outlined in the text will be the heart of the role playing exercises to be applied in the training.
- The overarching theme of the training lies in the narratives that govern our lives. However rational we try to be and whatever energy we expend to create a rational, constant and predictable environment our lives unfold in unpredictable ways. Our lives are not defined by the policies and practices of the dominant culture. The most important of life's lessons is learned at the kitchen table where our attitudes, values, aspirations and eccentricities are explored and accommodated by the people who gather with us in the kitchen. On this basis each days' work will begin with a traditional Indigenous story. The first story is an Ojibway creation tale whose theme and moral are embedded in collaboration, cooperation and consensus.

1:00-1:30

Who are you? How did you come to be here? Our first talking circle; each participant will have an opportunity to introduce themselves. This is essential to building the trust that will be required in the role-playing exercises.

1:30-5:00

Session One: The Social Construction of Reality in the context of Aging.

In this session participants will be introduced to the work of Sociologists Peter Berger and Thomas Luckman. Berger and Luckman postulated that to make sense of our world we work through a predictable process of naming a specific generalization and work through a process explain and validate our initial generalization. More particularly the process stipulated allows individuals to label the 'other' as the person or group of people responsible for what makes an individual feel threatened or anxious. The session will lay out the four stages leading to institutionalization.

They are:

1) Typification

2) *Habitualization*

3) *Ritualization*

4) *Insitutionalization.*

Participants will then brainstorm instances where they have observed the process in their professional or personal experience. The skill to be acquired in this process is to hear the generalizations and anxieties of patients, clients and family members from a different perspective. Ideally participants will begin to understand the motivation or catalyst for the typification and the need to validate it. This is an essential skill for the mediations to follow.

Dramatic Impact/Debrief:

- Dramatic Impact is a well-known local theatre company. They will participate in the training through each of the three days. In the early sessions they will perform familiar and original vignettes that serve two objectives. First, to illustrate the theory and practice presented in the preceding session and second to equip the participants for their eventual participation in role-playing exercises. In the later sessions their performances will serve to bring the various concepts and skills into a more concise relief.

Alternative to Dispute Resolution/ The Seven Principles of Principled Negotiation

- Alternative to Dispute Resolution (ADR) is both a technique and a process. Rising from the Restorative Justice movement in the last quarter century ADR is also a return to the ancient community practices of matrilineal Indigenous cultures from around the world. The principles documented in the Harvard project and delineated in the resource text, "Getting to Yes." The session will introduce the principles of ADR and the process by which a mediation is facilitated.

Dramatic Impact/Debrief

- Dramatic Impact is a well-known local theatre company. They will participate in the training through each of the three days. In the early sessions they will perform familiar and original vignettes that serve two objectives. First, to illustrate the theory and practice presented in the preceding session and second to equip the participants for their eventual participation in role-playing exercises. In the later sessions their performances will serve to bring the various concepts and skills into a more concise relief.

6:30-8:30

Dinner speaker–The Neuropsychology of Aging

The dinner speaker is an expert in the Neuropsychology of aging. The presentation will provide participants an overview of the demographics and challenges of aging... suffice it say that Bette Davis had it right, “ old age is no place for sissies.”

Traditional Closing:

As in our traditional opening and story the object of the closing is set a stage for what is about to come and to put into perspective what has just past. In the process it is hoped that, as mediators, we will better able to experience the present.

Dramatic Impact

- Dramatic Impact is a well-known local theatre company. They will participate in the training through each of the three days. In the late session they will perform a vignette that will serve to bring the various concepts and skills presented over the day into a more concise relief.

Day Two

8:30-8:45:Morning introductions. Recap of work completed in Day One.

- The day two ‘Indigenous morning narrative’ is a Mohawk story about aging, responsibility and relationship. It is embedded in the great law of Peace and speaks to the general theme of the day. The focus of day two includes capacity and the role of Elders in defining their own visible outcome.

8:45-9:45 Stress Management

- In the first session of the day we will build on the active listening skills work from Day One. The session begins by introducing the participants to the language of stress management including eustress and distress. Participants will be asked to identify personal sources of eustress and distress from their own lives. From this dialogue the discussion will shift to non-assertive and aggressive cycles of behavior. Participants will then take examples of eustress and distress and discuss the pints of contact between distress and non-assertive and aggressive cycles of behavior.

10:00-11:30 Role-play and debrief

- This is the first of four role-plays to take place on the afternoon of day two. Participants will be assigned one of four roles with each playing the role of mediator, scribe, elder or disputant. In the later afternoon role plays the concepts of capacity and power of attorney will be introduced.

12:00-1:00 Lunch speaker: Topic: Capacity and Power of Attorney

1:15-5:00 Practice Mediation Role Play and Debrief

- Two or Three role play opportunities focused on capacity and Power of Attorney relationships

6:00-7:00 Practice Mediation Role-Play and Debrief

7:00-9:00 Recap/Traditional Closing:

- As in our traditional opening and story the object of the closing is set a stage for what is about to come and to put into perspective what has just past. In the process it is hoped that, as mediators, we will better able to experience the present.

Dramatic Impact

- Dramatic Impact is a well-known local theatre company. They will participate in the training through each of the three days. In the early sessions they have performed familiar and original vignettes that serve two objectives. First, to illustrate the theory and practice presented in the preceding session and second to equip the participants for their eventual participation in role-playing exercises. In the Day two evening session their performance is meant to be thought provoking as it brings the various concepts and skills into a more concise relief. The theme of the evening performance will be "Consider the following..."

Day Three

8:30-8:45 Traditional Opening

- The traditional opening for the day three sessions will be a Lusoga narrative about a man, a lion, a snake, an alligator and a sacred tree. The narrative sets the dialogue for a discussion around the differences between need and want.

8:45-9:45

- **Recap of Day One & Day Two facts and skills**

9:45-11:00 Constructing Process Reports

- In this session two scenarios will be explored to provide participants with a consistent procedural checklist from which to guide the challenges presented in the Elder relationship. The first scenario will be built around processes for professionals and family members who are observing emerging challenges for which the Elders will require support. The primary goal of this scenario is to help the Elder arrive at a self-evident and self-aware decision that side steps a dispute. The second scenario is focused on professionals who are mediating a dispute by referral. In each scenario the documentation process follows an overlapping process:

- *Setting the table for the client, providing background information around rights, responsibilities and processes to the Elder.*
- *Client Interviews*
- *Family Interviews*
- *Third party Interviews*
- *Facilitation meetings to preserve fairness and confidentiality*
- *Confirming an outcome*

- Emphasis will be placed on drafting reports that are;
 - 1) Consensual representing the voice of the Elder as distinct from the concerned/interested parties.
 - 2) Free of conjecture or subjective opinion.

This exercise will include group work editing sample reports produced from case studies/role-plays applied throughout the training.

11:00-1:15 Working Lunch/Role playing

- The role plays for today are designed to create discussion around the requirements of a mediator to function as both facilitator and, from time to time, as arbitrator. The participants will be engaged in a dialogue around when to use caucus to resolve disputes and when its time to pass a matter onto another professional.
- In the working lunch the participants will break into groups and use the role plays to review, delineate and present back to the group the essential information and skills acquired in the training. There will be three themed role plays entitled:

The Boy in the basement

The Girl with the groceries

Dads' in love

- In the working lunch the participants will use the role plays to review, delineate and present back the essential information and skills acquired in the training.

1:15-1:45 Dramatic Impact

- Following the working Lunch Dramatic Impact will make its final presentation. Dramatic Impact is a well-known local theatre company. They will participate in the training through each of the three days.
- In the early sessions they have performed familiar and original vignettes that serve two objectives. First, to illustrate the theory and practice presented in the preceding session and second to equip the participants for their eventual participation in role-playing exercises.
- In the Day three closing session their performance is meant to be thought provoking as it brings the various concepts and skills into a more concise relief. The theme of the final performance will be "Consider the following..."

1:45-2:00 Traditional Closing