

PULSE Advanced Concepts and Practice Agenda

Classes will run from 8:30AM – 4:30PM each day. Each module is 1.5 hours. One hour for lunch, and a morning and afternoon break will be provided each day.

Mod	TITLE	ACTIVITIES
PULSE Advanced Mediation Certification		
DAY 1 ~ PULSE Process: PULSE Appreciative Inquiry		
1	Prepare for the Learning	<ul style="list-style-type: none"> ✓ The learning conversation: Purpose, Process, Protocol, Confidentiality, Authority, Roles, Timing ✓ PULSE Frame for mediated conversations ✓ Deep listening exercise
2	The PULSE AI Frame	<ul style="list-style-type: none"> ✓ The Process for PULSE Appreciative Inquiry ✓ The Principles of PULSE AI ✓ Jigsaw reading: <i>The Thin Book of Appreciative Inquiry</i> ✓ The 6 Freedoms of AI The PULSE AI Frame
LUNCH		
3	A PULSE AI into Mediation	<ul style="list-style-type: none"> ✓ Prepare ✓ Uncover: What is mediation? ✓ Learn: Why is it important?
4	A PULSE AI into Mediation	<ul style="list-style-type: none"> ✓ Search: the possibilities for its use. ✓ Explain: Write your Provocative Proposition
DAY 2 ~ The PULSE Pre-Meeting		
5	Prepare for the Learning	<ul style="list-style-type: none"> ✓ The Pre-Meeting Frame and principles ✓ Pre-Meeting video
6	Uncover the PULSE Pre-meeting Principles, Frame and Stance	<ul style="list-style-type: none"> ✓ Loyalty to the Absent ✓ The Pre-Meeting demo
LUNCH		
7	Learn the Pre-Meeting through practice	<ul style="list-style-type: none"> ✓ Practice through Role plays

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8	Learn the Pre-Meeting through practice	✓ Practice through Role plays
DAY 3 ~ PULSE Response: Dealing with Difficult People		
9	Uncover Process, Content, Response for The Essential Enneagram	<ul style="list-style-type: none"> ✓ PULSE Conversations for Change: The Enneagram ✓ Responding to emotions ✓ Principles, Frame and Stance ✓ BEACH (Beliefs, Expectations, Assumptions, Concerns, Hopes)
10	The Essential Enneagram	✓ "Is Ennybody there?" VIDEO
LUNCH		
11	PULSE Coaching	<ul style="list-style-type: none"> ✓ Practice through role plays. ✓ Using the PULSE Frame to coach others in dealing with difficult people.
12	PULSE Coaching	<ul style="list-style-type: none"> ✓ Practice through role plays. ✓ Using the PULSE Frame to coach others in dealing with difficult people.
DAY 4 ~ PULSE Content: Guess Who's Coming to the Table?		
13	Uncover the Content, Process, Response for the unexpected guest	<ul style="list-style-type: none"> ✓ Brainstorm: Who is coming to the table? ✓ Principles, Frame, and stance. ✓ Absentee authority ✓ What BEACH are they on? ✓ Prepare, Pre-meeting with guests, one-on-one or group ✓ Using invitational language
14	Juggling Perceptions	<ul style="list-style-type: none"> ✓ Infinite infinities and the overlapping zones ✓ Dynamics: when the audience changes ✓ Drawing maps of relationships ✓ Caucus, if you must
LUNCH		
15	Learn through Practice	✓ Case building: Developing mediation scenarios
16	Learn through Practice	✓ A difficult mediation from start to finish: The Pre-Meeting role play

Mod	TITLE	ACTIVITIES
DAY 5 ~ PULSE Practice		
17	Learn through Practice	✓ A difficult mediation from start to finish: Role Plays
18	Learn through Practice	✓ A difficult mediation from start to finish: Role Plays
LUNCH		
19	Learn through Practice	✓ A difficult mediation from start to finish: Role Plays
20	Explain Your Action Plan	<ul style="list-style-type: none"> ✓ Write a personal action plan to put new skills in action ✓ Celebration of Learning