

PULSE Concepts and Practice: Level I Mediation Certification Agenda

Mod	TITLE	ACTIVITIES
PULSE Concepts and Practice: Prepare, Uncover, Learn, Search, Explain		
DAY 1 PULSE CONCEPTS ~ Prepare for the Learning		
1	Prepare for the Learning	<ul style="list-style-type: none"> ✓ The learning conversation: Purpose, Process, Protocol, Confidentiality, Authority, Roles, Timing ✓ Introductions
2	Uncover the PULSE Frame	<ul style="list-style-type: none"> ✓ PULSE Frame for conversations ✓ Jigsaw reading: <i>PULSE Conversations for Change</i> ✓ A video demonstration of the PULSE Conversation
LUNCH		
3	Uncover PULSE Process	<ul style="list-style-type: none"> ✓ Three aspects of conversation ✓ Forces at work in conversation ✓ Changing perceptions
4	Uncover PULSE Response	<ul style="list-style-type: none"> ✓ Body, Head and Heart centres ✓ Understanding motivations and BEACHs ✓ Conflict styles
DAY 2 PULSE CONCEPTS ~ Uncover What is Known		
5	Uncover PULSE Content	<ul style="list-style-type: none"> ✓ Assumptions of PULSE Conversations ✓ The Ladder of Inference ✓ Telling stories: What helps you listen?
6	Uncover PULSE Content	<ul style="list-style-type: none"> ✓ Uncover what to do, what to say ✓ Factors to consider ✓ Qualities of conversation leaders
LUNCH		

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7	Learn PULSE Skills	✓ Skills for changing conflict cycles: an activity
8	Learn PULSE Skills	✓ The art of effective listening: an activity
DAY 3 PULSE PRACTICE ~ Learn the Significance		
9	Prepare to Practice	<ul style="list-style-type: none"> ✓ Case Building ✓ Participant Roles ✓ Providing Appreciative Feedback
10	Learn through Practice	<ul style="list-style-type: none"> ✓ Prepare for the Conversation: a video demonstration ✓ Prepare for the Conversation: role play in groups
LUNCH		
11	Learn through Practice	<ul style="list-style-type: none"> ✓ Uncover the circumstance: a video demonstration ✓ Uncover the circumstance: role play in groups
12	Learn through Practice	<ul style="list-style-type: none"> ✓ The Taxi Exercise: practice the skills ✓ Identify the criteria for resolution
DAY 4 PULSE PRACTICE~ Learn the Significance through Practice		
13	Learn through Practice	<ul style="list-style-type: none"> ✓ Learn the Significance: a video demonstration ✓ Learn the Significance: role play in groups
14	Learn through Practice	<ul style="list-style-type: none"> ✓ Brainstorm Activity ✓ Search the Possibilities: a video demonstration
LUNCH		
15	Learn through Practice	<ul style="list-style-type: none"> ✓ Search the Possibilities: role play in groups ✓ Explain the Plan: a writing activity

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16	Learn through Practice	<ul style="list-style-type: none"> ✓ Explain the Plan: a video demonstration ✓ Explain the Plan: role play in groups
DAY 5 PULSE PRACTICE~ Learn the Significance through Practice		
17	Learn through Practice	<ul style="list-style-type: none"> ✓ Roleplay a PULSE Conversation from start to finish. ✓ Receive feedback from coaches.
18	Learn through Practice	<ul style="list-style-type: none"> ✓ Roleplay a PULSE Conversation from start to finish. ✓ Receive feedback from coaches.
LUNCH		
19	Learn through Practice	<ul style="list-style-type: none"> ✓ Roleplay a PULSE Conversation from start to finish. ✓ Receive feedback from coaches.
20	Search the Possibilities Explain the Plan	<ul style="list-style-type: none"> ✓ Transfer the learning: Now that you know the PULSE Conversation, what can you do? ✓ Write a letter to yourself. We will mail it back to you in 6-8 weeks. What will you do with your new learning?