

## **Successful completion of MARC Professional International Mediator Training Course**

The Mediation and Arbitration Centre (Mauritius) Ltd (“MARC”) has successfully launched its first Professional International Mediator Training Course at the Caudan Arts Centre, Port Louis from the 15<sup>th</sup> May 2023 to the 19<sup>th</sup> May 2023.

The 50-hour, 5-day Course has been conducted in English and has equipped participants with hands-on experience in Mediation by engaging in various interactive sessions, practical exercises, and insightful discussions facilitated by highly experienced trainers, Prof. Dr Rajesh Sharma, Prof. Dr. Francis Law and Dr. Alfred Chan.

Enrolled participants were from diverse backgrounds namely Legal professionals, Engineers, Investment Adviser, Transaction Analyst, HR professionals, Directors, Quality, System and Safety Manager and personnel of the Conciliation and Mediation of the Ministry of Labour, Industrial Relations and Employment.

Over the course of these five days, attendees have delved into various aspects of mediation, exploring techniques, strategies, and ethical considerations that play a pivotal role in the mediation process.

Here are the key highlights of our Mediation Training Program:

### **Day 1: Introduction to Mediation and its Benefits**

Participants have embarked on a journey into the world of mediation. Our expert trainers have provided them with an overview of the mediation process, highlighting its advantages over traditional dispute resolution methods. Attendees will gain insights into the role of a mediator and the importance of maintaining neutrality, impartiality and fairness.



## Day 2 of Mediation Training Program: Institutional Mediation Rules and Practical Role Plays

### Morning Session: Exploring Institutional Mediation Rules

During the morning session, our participants were introduced to the legal framework of mediation both locally and internationally. They gained insights into the UNCITRAL and MARC Mediation Rules, ensuring a solid understanding of the local context. Additionally, participants explored the renowned Singapore Convention, a significant international treaty promoting the recognition and enforcement of mediated settlement agreements.

### Afternoon Session: Engaging Role Play Exercises

In the afternoon, our participants actively engaged in role play exercises, putting their mediation skills to the test. Through these practical scenarios, they honed their communication, negotiation, and problem-solving abilities. The interactive nature of the exercises provided invaluable opportunities to apply the knowledge gained in real-world mediation simulations.



## Day 3 of Mediation Training Program: Mediation Skills and Practical Role Plays

### Morning Session: Mastering Mediation Skills

During the morning session, our participants focused on mastering essential mediation skills. They deepened their understanding of effective communication, active listening, and the art of facilitation in the mediation process. Through interactive discussions and engaging activities, they enhanced their abilities to navigate challenging situations and foster constructive dialogue.

### Afternoon Session: Application in Role Play Exercises

In the afternoon, our participants had the opportunity to put their newly acquired mediation skills into practice through role play exercises. The hands-on experience provided valuable insights and further honed their expertise.



## Day 4 of Mediation Training Program: Drafting Mediation Settlement Agreements and Role Play Exam

### Morning Session: Drafting Mediation Settlement Agreements

During the morning session, our participants focused on honing their skills in drafting domestic and international mediation settlement agreements. They learned the essential components and techniques involved in creating comprehensive and effective settlement agreements. Through practical exercises and expert guidance, they gained the confidence to draft settlement agreements that meet the needs and interests of all parties involved.

### Afternoon Session: Role Play Exams

In the afternoon, some participants commenced the highly anticipated role play exams. These exams provide an opportunity for participants to showcase their mediation skills in realistic scenarios. The role play exams challenge their abilities and allow them to demonstrate their progress throughout the training program. Upon successfully passing the role play exams, participants will have the opportunity to be added to the MARC Internal database of mediators and to become International Accredited Professional

Mediator. This recognition highlights their competency and enables them to contribute to future mediation processes.



### Day 5 of Mediation Training Program: Written and Role Play Exams, Closing Ceremony, and Networking Cocktail

The entire day was dedicated to the written and role play exams, where participants put their mediation skills to the test. It was a challenging but rewarding experience, allowing them to demonstrate their knowledge and expertise gained throughout the training program. Following the examinations, MARC team and AIDRN trainers have inspired the participants to be the pioneer group of Mediation in Mauritius and encouraged them to actively apply the skills and knowledge acquired during the training in their everyday life.



All the 15 participants to the aforementioned training have successfully completed the examinations and are now eligible to apply to be an Internationally Certified Mediator with the International Dispute Resolution and Risk Management Institute (“IDRRMI”).

The closing ceremony took place on the evening of Day 5 at the Caudan Arts Centre, in the presence of the Minister of Financial Services and Good Governance, Honourable Mahen Kumar Seeruttun, the President of the MCCI and of the MARC, Mrs Namita Jagarnath Hardowar and an array of guests. The Honourable Minister outlined the following *“Mediation is gaining global recognition as an effective and preferred method of dispute resolution. By embracing mediation practices and providing training opportunities, the financial services sector in Mauritius can align with international best practices”*.

On the other hand, Mrs Namita Jagarnath Hardowar recalled the history of the MARC and added that *“Mediation offers a powerful alternative to litigation, allowing parties to engage in constructive dialogue, explore mutually beneficial solutions, and reach agreements that stand the test of time.”* She also congratulated all participants.





To celebrate this milestone, a networking cocktail followed the closing ceremony, providing an opportunity for participants and MARC stakeholders to network, share experiences, and forge valuable professional relationships.

MARC in collaboration with AIDRN and IDDRMI will communicate more details about forthcoming August and December cohorts in due course.