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COMPREHENSIVE FAMILY MEDIATION TRAINING FOR NON LEGAL SOCIAL WORK PROFESSIONALS

60-Hour Certified Intensive Workshop

EMPOWERING PEOPLE, HEALING FAMILIES



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Why Family Mediation Matters

Family Mediation offers safe, survivor-centric ways to resolve domestic conflicts outside courtrooms. Family mediation ensures privacy, dignity, and faster outcomes—crucial in cases of **Domestic Violence and Abuse (DVA)**.

Benefits for NGOs IN THE GBV SPACE



- ✓ Reduces survivor trauma by avoiding lengthy legal processes
- ✓ Promotes timely, peaceful resolutions
- ✓ Equips teams with legal and emotional negotiation skills
- ✓ Strengthens survivor trust and retention

IAMC HYDERABAD: GLOBAL STANDARDS, LOCAL IMPACT



- ✓ Premier institution for mediation and arbitration
- ✓ Internationally aligned curriculum
- ✓ Neutral, fair, and culturally sensitive mediation practices
- ✓ Experienced professionals and cutting-edge facilities

INVISIBLE SCARS FOUNDATION: TRAILBLAZERS IN DVA SUPPORT



- ✓ National NGO with a rights-based survivor support model
- ✓ Working in 70+ cities and 12 countries
- ✓ Pioneering survivor support and advocacy interventions interventions in DVA, including first level, mental health legal counselling, skilling/livelihood, litigation, shelter and miscellaneous support as well as awareness creation, capacity building and policy advocacy



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A First-of-its-Kind Training in India

This **pilot family mediation program** is the first tailored for social workers in the DVA space. Jointly organised and facilitated by **ISF and IAMC**, it sets a benchmark for trauma-informed, survivor-focused conflict resolution.

GLOBAL CURRICULUM | PROFESSIONAL
EXPERTISE | REAL-WORLD APPLICATION |
NON-ADVERSARIAL CONFLICT RESOLUTION

Opportunities After Course Completion

- ✓ Receive **Certification as a Family Mediator** and gain skills in **family mediation**
- ✓ Support survivors through **informed, peaceful conflict resolution**
- ✓ Enhance your NGO's capacity to handle **family and domestic disputes** effectively
- ✓ Be part of a **growing network of trained mediators** across India



Program Structure

- COURSE FEE

- Rs 35400/- (covered by Invisible Scars Foundation)

- TRAVEL & ACCOMMODATION

- To be arranged by the sponsoring NGO for its employee/employees*

- TOTAL DURATION

- 60 hours (7 days)

- MONDAY TO FRIDAY (40 HOURS).

- **In-Person Training:** 8 hours per day
- **Comprehensive Sessions:** Covering theoretical foundations, practical applications, and role-plays
- **Venue:** International Arbitration and Mediation Centre (IAMC), Financial District, Gachibowli, Hyderabad, Telangana

- ONE ADDITIONAL DAY (8 HOURS).

- **Two Expert-Led Sessions** (Virtual/In-Person): 8 hours
- **Psychiatrist Session:** Understanding personality disorders and emotional trauma in family disputes
- **Overview of Family Laws:** Legal frameworks relevant to mediation

- ASSESSMENT (12 HOURS).

- **Practical and theoretical evaluation** to certify mediation proficiency



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The training programme offers a balance between theoretical knowledge and hands-on mediation practice

Focus

Critical Communication Skills

Empathy and Active Listening

Problem-Solving Techniques

Psychological Impact of Disputes and Emotional States of Parties

Legal Frameworks Relevant to Family Mediation



The course is structured into 10 key modules, covering essential topics to ensure a comprehensive learning experience

01

INTRODUCTION TO DISPUTE RESOLUTION

- A Brief History of Dispute Resolution.
- Existing Methods of Dispute Resolution

02

UNDERSTANDING CONFLICT

- Sources of Conflict
- Perception and Cognitive Biases in Conflict
- Neuroscience of Conflict
- Stages of Conflict Escalation
- Models of Conflict Resolution

03

INTRODUCTION TO MEDIATION

- Family Disputes
- Legal Framework for Family Mediation
- How Mediation Works

04

SKILLS REQUIRED FOR MEDIATION

- People Skills
- Process Skills
- Problem-Solving Skills





05

COMMUNICATION & NEGOTIATION SKILLS

- Communication Skills
- Active Listening Techniques
- Negotiation Skills
- Breaking the Impasse
- Strategies to Manage Emotions During Mediation
- Testing Options

06

STRUCTURING THE MEDIATION

- Mediation Process and Stages
- Mediation Information and Assessment Meeting (Miam)
- The Mediator's Role
- Caucusing Techniques

07

TRAUMA-INFORMED MEDIATION PRACTICES

- Evaluating Cases for Mediation Suitability
- Domestic Abuse Disputes
- Involvement of Children in Mediation
- Effective Use of Caucusing Techniques

08

DRAFTING AND ENFORCING SETTLEMENT AGREEMENTS

- Settlement Agreement
- Elements of a Settlement Agreement
- Enforceability of the Settlement Agreement

09

ETHICS OF MEDIATION



10

OVERVIEW OF FAMILY LAWS

- Hindu Marriage Act, 1955
- Special Marriage Act, 1954
- Muslim Personal Law (Shariat) Application Act, 1937
- Dissolution of Muslim Marriages Act, 1939
- Indian Divorce Act, 1869
- Guardianship and Wards Act, 1890
- Hindu Succession Act, 1956
- Indian Succession Act, 1925
- Protection of Women from Domestic Violence Act, 2005
- Family Courts Act, 1984
- Christian Marriage Act, 1872
- Dowry Prohibition Act, 1961
- Miscellaneous Provisions



Certification

Upon successful completion of the 60-hour Training Programme, participants will be awarded a Certificate of Completion



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Course Eligibility

- Any non legal professional working in a GBV focussed organisation
- Survivor or victim facing social worker or practitioner
- Fluency in English

How to Enrol

- Write to us on **info@invisiblescars.in** to enrol
- Participation requires a formal interview to evaluate suitability
- Full attendance across all 7 days and completion of assessments are mandatory for certification
- Registration deadline: **June 15, 2025**

Course Dates

June 23rd - June 29th: In-person training and assessment in Hyderabad



Thank You!

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