

THE CROATIAN MEDIATION ASSOCIATION

TRAINING ON NON-VERBAL COMMUNICATION FOR CROATIAN MEDIATORS CONCEPT PAPER

Mark Evan Segal

I. Introduction

Mediators (like all legal professionals) place great importance on documents and spoken words. However, a very large percentage of human communication is non-verbal in nature. Unlike verbal communication, which is subject to conscious control, Non-Verbal Communication (“Body Language”) originates in the limbic system. This makes it a reasonably accurate and potentially authentic indication of emotions, feelings, and innermost thoughts. Mediators who can control their own Body Language and interpret the Body Language of others correctly have a distinct advantage in all of their interpersonal interactions, both professional and personal, and most particularly when engaged in mediation.

II. Objective

The objective of the seminar is to enable participating Croatian mediators to communicate and work more effectively in key interpersonal settings (both professional and personal). This is to be achieved by a) providing them with a solid understanding of Body Language, b) developing their skills for taking charge of and making better use of their own Body Language, and c) enhancing their capacity to read and understand the Body Language of others.

III. Seminar

The seminar will be delivered in one-half day. The optimal audience size is ten-twenty participants. The training methodology relies on pictures and videos, delivered via PowerPoint. The ideal set-up, to facilitate communication, is to have chairs only (no desks or tables) organized in one or more semi-circles.

To achieve the objectives stated above, the following subjects are covered:

- The seven key elements of Body Language; why they are important, and how they are utilized
- How to use Body Language during mediation, to better communicate and convince others
- How to avoid unconsciously/unintentionally revealing thoughts or emotions via Body Language
- How to understand and interpret Body Language during mediation, to gain insight into the thoughts and emotions of others, and better read what is going on inside them
- The most effective uses of physical layouts (locations, tables, chairs, props)
- The limitations of Body Language, and cross-cultural differences, and their effect on mediation

It should be noted that each of these skills is extremely valuable for Croatian mediators in virtually every aspect of their interpersonal relations and communication. This includes business relationships, personal relationships, teaching/training, raising children, playing sports, and even handling pets.

IV. Conclusion

The seminar provides novel, valuable, and highly practical knowledge and skills for Croatian mediators, who benefit greatly from improving their use and interpretation of Non-Verbal Communication.

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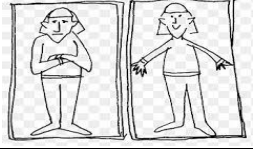
**NON-VERBAL COMMUNICATION SKILLS FOR CROATIAN MEDIATORS
PRESENTED BY MARK SEGAL**

SEMINAR DESCRIPTION

I	<p><u>Title of Seminar:</u></p> <p>“Non-Verbal Communication Skills for Croatian Mediators”</p>
II	<p><u>Participants:</u></p> <p>This seminar is designed for all Croatian mediators who wish to improve their Non-Verbal Communication (Body Language) skills, in order to perform their work more effectively, and improve the quality of all of their communication and interactions with others.</p>
III	<p><u>Why Participants Should Attend:</u></p> <p>Mediators face numerous challenges when they communicate with legal counsel and litigants. Their communication skills can strongly influence the results of the mediation process.</p> <p>A large percentage of communication is non-verbal. This includes our facial expressions, gestures, haptics, stance, location, voices, and other physical manifestations.</p> <p>Specifically, mediators require communication skills for a) effectively conveying their messages (or hiding their emotions), and b) correctly interpreting the messages sent by others. Mediators who know how to use and interpret Body Language are more effective in almost all aspects of their work. And these skills are most valuable when mediators are engaged in “negotiation” with legal counsel and litigations. Mediators who do not understand Body Language are at a definite disadvantage, and in fact may not be optimally serving the parties to mediation.</p> <p>The seminar is extremely practical. Photos, pictures, and videos are used to demonstrate all aspects of Body Language, so that participants understand key principles and know how to apply them correctly in their work. The understanding and skills developed in the seminar will also prove extremely valuable to mediators in many aspects of their daily lives.</p>
IV	<p><u>Practical Details:</u></p> <p>The seminar will be delivered on 4 May 2023, in the afternoon The seminar will be one-half day, approximately four hours, with a coffee break The seminar will be delivered live, in an extremely informal setting Participants are requested to attend the seminar from beginning to end The seminar will be delivered in English</p>
V	<p><u>Accreditation:</u></p> <p>The seminar is designed to meet requirements for continuing legal education.</p>

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**NON-VERBAL COMMUNICATION SKILLS FOR MEDIATORS
AGENDA**

16:00 – 16:30		Arrival Registration of participants Welcome coffee
16:30 – 16:45		Introduction to the Seminar Opening remarks Overview of the seminar, review of objectives (Learning Outcomes)
16:45- 17:30		Module I: Introduction to Non-Verbal-Communication (NVC) Origins and general importance of Non-Verbal Communication Key Elements of Non-Verbal Communication Importance of Non-Verbal Communication for Mediators
17:30 – 18:15		Module II: Using and Reading Non-Verbal Communication How mediators can effectively use Non-Verbal Communication How mediators can effectively read Non-Verbal Communication
18:15 – 18:30		Coffee – Break
18:30 – 19:00		Module III: Special Uses and Factors of NVC for Mediators Synchronization and Mirroring Leadership Reacting to Non-Verbal Communication Understanding the limitations of Non-Verbal Communication
19:00 – 19:15		Discussion and Exercises
19:15 – 19:30		Seminar Closing and Wrap-Up Summary Feedback, Proposals, Future Planning by Mediators Seminar Closing

MARK EVAN SEGAL

Mark Segal is an attorney, originally from Philadelphia, Pennsylvania, who has been working as an international legal consultant since January 1994. He is a graduate of the prestigious University of Pennsylvania, with advanced degrees in law and international relations. He practiced law in Pennsylvania (state and federal courts) for nine years, specializing in civil and commercial litigation, before relocating to Lithuania in 1994. Since that time, he has worked and/or lived in the Baltic States, Central and Eastern Europe, the Balkans, the Caucasus, Ukraine, the Russian Federation, Central Asia, Asia, the Middle East, Africa, and Latin America. He has performed assignments in more than fifty countries in total.

Over the past twenty-nine years, Mr. Segal has participated in numerous legal, judicial, and legislative reform projects. He has held senior positions on behalf of many different international organizations and assistance providers, including serving as Team Leader on ten European Union-sponsored projects. Counterparts on his assignments include parliaments, ministries, governmental institutions, courts, professional training institutions, professional associations, and non-governmental organizations. His work covers rule of law issues, legal reform, legislative drafting, judicial reform, court administration, civil society development, legal and judicial ethics, training of trainers, institution building, capacity development, and monitoring and evaluation. He specializes in raising the professional qualifications of legal professionals. This includes the organization and delivery of many hundreds of training events for many thousands of judges, prosecutors, attorneys, and mediators in dozens of countries. His seminars on Non-Verbal Communication for legal professionals have received significant attention.

