COURT COORDINATOR TRAINING

Islamabad High Court Court-Annexed Mediation Center
Tuesday, June 16, 2026 | Islamabad, Pakistan
Full Day | All Court Coordinators (~20 Participants)

Time	Session
	MORNING
9:00 - 9:10	**Welcome and Overview** Welcome from CLDP and Impact Associates. Training objectives and overview of the day.
9:10 - 10:40	**Session 1: The Mediation Process -- Overview and Live Demonstration** Walk through the eight stages of mediation with discussion at each stage: what is happening, what the mediator is doing, what the parties are experiencing. Two coordinators play the parties in a live demonstration covering the opening statement through initial party statements and early joint session. Remaining coordinators observe using a structured observation guide. Full group debrief: what did observers notice about the process? What did the party participants feel sitting in those chairs? What questions came up?
	Break | 10:40 - 10:55
10:55 - 11:35	**Session 2: Coordinators' Impressions and Experience** What have coordinators heard from parties -- positive and negative? What questions do they get most often? What are judges asking them? What challenges are they running into day to day? Where do they see opportunities to make the program work better?
11:35 - 12:00	**Session 3: Why Mediation Matters and Elevator Pitch Introduction** Impact of court-annexed mediation programs -- statistics from comparable programs. What resolution means to real parties: economic, emotional, and relationship dimensions. Cultural dimensions of mediation in the Pakistani context. Connecting the program to justice access and public trust in courts. Introduction of the elevator pitch: review sample pitches together and discuss what makes them work. Come back after lunch ready to draft your own.
	Lunch | 12:00 - 1:00
	AFTERNOON
1:00 - 1:45	**Session 4: Elevator Pitch -- Drafting and Pairs Practice** Brief framing: what your pitch needs to do and what to avoid. (15 min) Individual drafting: each coordinator writes their own pitch in their own words -- two to three sentences they would actually say to a party standing in front of them. (15 min) Pairs practice: deliver your pitch, get feedback, refine. Rotate so everyone practices both delivering and responding. (15 min)
1:45 - 2:30	**Session 5: Operations and Logistics** Scheduling workflow: from referral order to confirmed session. Day-of-court logistics: getting mediators, parties, and space aligned. Mediator roster management, availability, and last-minute issues. Forms and documentation: what needs to be completed and when. The 30-day clock, extension requests, and how to track them. Common operational problems and how to handle them.
2:30 - 3:00	**Session 6: Virtual Mediation -- The Coordinator's Role** What virtual mediation is and when it is used. What the coordinator does to set it up: scheduling the session, sending invitations, confirming technology access with parties. How to explain virtual mediation to a party who has not done it before. What questions parties ask about virtual sessions and how to answer them. The virtual clause in the Agreement to Mediate: what it covers and why it matters.
	Break | 3:00 - 3:15
3:15 - 4:15	**Session 7: Hard Questions and Handling Resistance** Full group: what are the hardest questions and most resistant responses coordinators get from parties? Captured on flip chart from the room. (15 min) Discussion: how to think about each one -- principles for responding, not scripts. (10 min) Pairs practice: one coordinator plays the resistant party using real questions from the flip chart; one plays the coordinator responding. Rotate so everyone gets both sides. (40 min)
4:15 - 4:30	**Close** Key takeaways from the day. Open questions. Confirm follow-up support from CLDP and Impact Associates. Distribution of Court Coordinator Manual.