



an introduction to mediation



what mediation is and what it can offer you

In recent years mediation has become a widely used means of resolving interpersonal, family, neighbourhood, commercial, and workplace disputes. Mediation is a powerful tool, and when properly and professionally applied it can bring profound results.

Mediation can commonly be confused with other forms of dispute resolution, however, and without proper awareness, it can also be applied in situations where other approaches may have been more appropriate.

For those who are less familiar with mediation and what it can offer, we have a number of FREE events that we would invite you to attend. These awareness-raising events are designed to be easily accessible, interactive and informative, and are pitched at a level that requires no prior knowledge of mediation.

An Introduction to Mediation

FREE breakfast & lunchtime events

Outline

UK Mediation offers FREE introductory lunchtime and breakfast events, which provide you with an opportunity to discover more about what mediation is and how it is currently used for resolving a wide range of disputes.

Content

The backbone of An Introduction to Mediation is a presentation that provides an explanation of what mediation is, how it is practised, and why it is currently increasing in popularity. Each of our FREE events:

- Lasts for around 1½ hours
- Begins with a presentation by a practising mediator
- Shows extracts from Mediation in Action, our own DVD of a typical workplace dispute
- Offers the opportunity for a thorough question & answer session

What you will learn:

- What mediation is and how it works
- How mediation differs from other ways of resolving disputes
- Different types of mediation
- Why you might need to mediate
- When mediation is likely to be effective
- Why training is important and what can be undertaken
- Using external vs. in-house mediators
- How current legislation encourages mediation

- Gives details on how to train or qualify as a mediator
- Includes a discussion of human resources and legislative issues relating to mediation
- Concludes with a complimentary buffet lunch or breakfast

Who are the events for?

Our Introduction to Mediation events are designed for people who are beginning to find out about mediation: people from all levels within organisations who want to learn more about the subject, along with individuals who are interested in either using or training in mediation.

Previous attendees have included:

- Business owners
- Housing landlords
- Solicitors & barristers
- People looking for a change of career
- Human resources professionals
- People currently involved in disputes
- Counsellors & psychotherapists
- Occupational health & welfare professionals

Course delivery

An Introduction to Mediation is delivered at numerous venues throughout the UK, and is occasionally delivered at our offices in Belper, Derbyshire. Numbers are limited at these popular, free events, in order to ensure a high quality of interaction in the question & answer session and during the open discussion.

As an alternative to attending a public event, we can offer to send one of our practising mediators to your organisation to deliver An Introduction to

Mediation as an in-house programme. We just need a suitable venue and a minimum of six people. When delivered in-house to your organisation, we can customise the programme to your specific sector and also provide input on organisational issues such as how to fit mediation in with your existing policies & procedures, how to work within the ACAS code of practice, and how to make the most of an in-house mediation service.

What next?

- Visit our website or call us to find out when the next event is running in your area
- Contact us to book a place, to arrange for your own in-house An Introduction to Mediation, or to talk to one of our advisors

Facts & figures

- **Cost per place:** Free
- **Numbers on each presentation:** 6-16
- **Duration:** 90 mins
- **Running times:** breakfast or lunchtime
- **CPD points:**
 - The Law Society - 1 CPD hour
 - The Bar Council - 1 CPD hour

“You can’t turn back the clock, but you can wind it up again.”

Bonnie Prudden

“Good to get such a clear and expert overview before making a financial commitment.”

PN, NHS Trust



contacting us

Firstly we would like to thank you for taking an interest in our course, and hope that it answered all of your burning questions! If you would like to get in touch please use one of the following ways:

Website: www.ukmediation.net

If you require further information concerning course dates, finding a mediator, or if you want to find out more about mediation in general, please visit our website.

Booking by phone: 01773 822222

For those of you that would rather book over the phone, we have incorporated this facility, which makes payment fast and simple. This also allows you to talk to a trainer or adviser before you make the decision to book. Call 01773 822222 to book a course or speak to one of our sales advisors.

Booking online: bookings@ukmediation.net

We can e-mail you a booking form, which can be emailed back to us. We will then deal with it within 24 hours, to ensure that your place is confirmed.

Booking by post: 8 Green Lane, Belper, Derbyshire, DE56 1BY

Alternatively you can complete a booking form and post it back to us. The booking forms can be downloaded online or we can send you one with our information pack on request.

We also accept payment via all major credit and debit cards, to make the transaction smooth for you.

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