



the mediation in action DVD



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.

The Mediation in Action DVD

The ideal training resource for mediation awareness

Outline

The Mediation in Action DVD is an easy-to-use resource showing a dramatisation of a typical workplace dispute and illustrates how it could be managed using workplace mediation. It is accompanied by a set of step-by-step guidance notes and discussion points for those using it as an awareness-raising and training tool.

Content

The story in the DVD is based on a conflict within a UK local authority. It shows two work colleagues experiencing a catastrophic breakdown in their working relationship, which leads to a heated exchange between the two. Jackie is their manager and she is the first to hear of the colleagues' dispute. Using some key dispute resolution skills, Jackie does all she can to defuse the situation, but realises she cannot deal with it herself and encourages the colleagues to use the company's trained mediators.

What you will learn:

- How a workplace dispute can start and quickly escalate
- How a manager can respond quickly, informally and effectively to defuse a hostile situation
- When referral to a workplace mediator may be appropriate
- The step-by-step process of a workplace mediation
- How confidentiality works in mediation
- Some key mediation skills being used in practice
- How mediation is concluded

The DVD is menu-driven and divided into logical sections that illustrate each point in the process from the 'spark' of the conflict, followed by the manager's input and then through each stage of the workplace mediation.

Who is the DVD for?

Mediation in Action is supplied with a license for use as an in-house training resource. It has been designed to help when running awareness-raising or short training events within your organisation. The notes supplied with the DVD provide an accompaniment to each point in the sequence of events and also draw attention to key features of every stage along the way to resolving the dramatised dispute.

Mediation in Action can be used for:

- Raising awareness of the greater use of mediation, especially in the light of employment legislation and the ACAS code of practice
- Helping those within an organisation to understand the role of their in-house mediators
- Encouraging appropriate referrals to mediation
- Training managers, team leaders and key staff in the use of dispute resolution skills

What next?

- If you would like to see more of Mediation in Action, you can view some clips from the DVD by visiting our website
- Mediation in Action is used as a training resource on several of our open and in-house training courses
- Organisations undertaking the Interpersonal Mediation Practitioner's Certificate in-house will receive a FREE copy of the DVD with accompanying notes



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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