



understanding mediation



taking it further

Once you understand what mediation is and where it can be used, you may wish to go on to find out how a step-by-step mediation model actually works, or to develop your own skills in resolving disputes.

Our one day course, Understanding Mediation, provides an excellent grounding if you wish to take your awareness to the next stage, or if you are considering going on to train as a mediator. While our initial Introduction to Mediation is held at public venues, and gives a generic introduction to the wider field of mediation, Understanding Mediation is offered as an in-house event, which we can customise to be directly applicable to your group or organisation's own areas of interest or application.

Understanding Mediation

A one day grounding in the key concepts of mediation

Outline

This course is designed for those groups and organisations who wish to discover more about mediation, or those who may be considering training further in the subject. Building on our free awareness-raising events, the one day course, Understanding Mediation, goes further into how mediation is practised, and describes in more detail how it can be used as a means of dispute resolution. By delivering this programme directly into your organisation, we can help you to evaluate the costs and benefits of mediation, and to decide how your group or organisation can make the most of this powerful tool.

What you will learn:

- What happens at each stage of the mediation process
- Confidentiality within mediation
- Selection of mediators: ensuring impartiality
- How to select which cases might be suitable for mediation
- Getting people's commitment to engage in mediation
- Fitting mediation in with your policies & procedures
- How a typical 'case' would proceed in practice

The course has been revised and updated in the light of the changes in employment legislation in April 2009. A major part of this is the new ACAS Code of Practice, which encourages organisations to make greater use of workplace mediation.

Content

This very popular programme includes:

- The step-by-step mediation process
- How to make mediation work in your own setting
- The costs & benefits of mediation
- Practical applications of mediation

Who is the course for?

The course is particularly suited to the needs of those with little or no experience of mediation, who may be considering either bringing in external mediators, setting up an in-house service, building mediation into their practices, or going on to train in mediation themselves.

By offering Understanding Mediation as an in-house event, we are able to customise the course for particular organisations and industry sectors, including choosing typical case scenarios representing the types of disputes that members of that organisation would routinely encounter.

We have previously delivered Understanding Mediation to:

- NHS complaints managers
- Trading Standards Professionals (CPD is available through the Trading Standards Institute)

- HR professionals in the private and public sectors
- The police service
- Trades unions
- The armed forces
- Government bodies, including the Local Government Ombudsman
- Universities & colleges throughout the UK
- Organisations considering setting up in-house mediation services
- People considering going on to undertake professional mediation training

Course delivery

The course is principally held as an in-house event within your own organisation, on dates and at a venue to suit you. The course is especially popular with organisations considering setting up their own in-house mediation service, or those considering building mediation into their professional practices.

The course is delivered through a combination of DVD clips, demonstration, lecture, and a relevant worked case scenario, chosen to reflect your organisation's particular subject area.

Facts & figures

- **Numbers on the course:** 6-16
- **Number of days:** 1 day
- **Running times:** 9.30am-4.30pm
- **CPD points:**
 - The Law Society - 6 CPD hours
 - Trading Standards Institute - 6.5 CPD points

What next?

- We would welcome an initial discussion about how you might get the most from this very popular programme
- If you would like to discuss how we might customise an Introduction to Mediation for your particular group or organisation, we would be pleased to hear from you

“Well run, comprehensive and clear. Particularly helpful to know what I should try and take on myself, and when to call in the mediators.”

BF, Trades Union Organiser

“I do not teach my pupils. I provide conditions in which they can learn.”

Albert Einstein



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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the **mediation** specialists