



interpersonal mediation practitioner's certificate



qualifying as a mediator

Mediation has now become recognised as a serious and cost-effective alternative to more adversarial approaches to resolving disputes and managing conflict; employment legislation now encourages the use of mediation for resolving workplace disputes, whilst government initiatives now promote mediation as a means of keeping families together when they are faced with conflict, and the courts now routinely recommend mediation as an alternative to more lengthy litigious processes.

If you are planning to offer mediation as a professional service, especially when working with difficult or sensitive situations, your service users and clients are entitled to expect that you will work to the highest standards. Achievement on one of our accredited mediation training programmes proves that you can do exactly that.

The Interpersonal Mediation Practitioner's Certificate qualifies you to work with any type of interpersonal conflict: helping people to restore relationships at work, within businesses, between colleagues and associates, or in any other situation where interpersonal relations need to be restored or maintained.

Interpersonal Mediation Practitioner's Certificate

40 hour professional training in interpersonal mediation

Nationally accredited by the Open College Network and The Law Society

“The mind is not a vessel to be filled, but a fire to be kindled.”

Plutarch

Outline

The Interpersonal Mediation Practitioner's Certificate is a 40 hour, nationally accredited training programme, which responds to the increasing need for high-quality, widely-recognised professional mediator training. Holders of the Interpersonal Mediation Practitioner's Certificate are qualified to work with all types of interpersonal disputes, and the training is accepted as the standard for those wishing to practise as mediators throughout the UK.

People undertake the Interpersonal Mediation Practitioner's Certificate either to work as in-

house mediators within their organisations, to incorporate mediation skills into an existing role, or to be able to work as freelance mediators.

Content

The course is highly participative, helping you to develop your mediation skills through a number of exercises, lectures, group discussions, dispute simulations and case-studies. We also use our own DVD, Mediation in Action to illustrate a typical workplace dispute, and to demonstrate how mediation would be applied to it.

The programme includes:

- Different people's responses to conflict: how and why disputes occur
- The skills, knowledge, and qualities of a mediator
- Where mediation can and cannot be used
- How and why mediation works
- The pitfalls and opportunities in using mediation

Who is the course for?

A wide variety of people wish to qualify to work as interpersonal mediators. We first offered our professional training in 1998, and since that time we have trained thousands of people of all ages and backgrounds, from all over the world.

What you will learn:

- The underlying principles of mediation
- The step-by-step mediation process, and the tasks at each stage
- The role of the mediator compared to other professional roles
- Confidentiality and impartiality in mediation
- How to initiate, manage and conclude the mediation process
- The skills and knowledge required of mediators
- Encouraging people to participate in mediation
- How to ensure that mediation is safe, constructive & effective
- How to enmesh mediation within organisational policies

Previous trainees have included:

- Human resources practitioners
- Bullying & harassment / Conciliation officers
- Housing & homelessness workers
- Solicitors & barristers

- Health professionals
- Trades union representatives
- Customer services personnel
- Equality & diversity specialists
- Complaints managers

Course delivery

Courses are led by mediation professionals with direct case experience, who are able to use recent case examples to bring the training to life. The training is typically completed in a four day training block, plus about 8 hours private study to complete your learning record.

If the times and dates of our open courses are not suitable, we can also offer to come to you to provide the training as an in-house programme. In this case, we can modify the days and times to suit your learners including offering the programme over five shorter days, or providing it as two separate training blocks. We have a reputation for being able to adapt our training to suit our learners' particular circumstances, background, and professional interests.

National accreditation

If you are investing in professional mediation training, you want to know that your qualification meets the highest standards, and that it will be widely recognised.

This training programme has gained nationally-recognised accreditation by the Open College Network, and is also accredited for CPD by the Law Society. As a training organisation, UK Mediation is also an approved training centre with the National Open College Network, which means that we are subject to regular inspection and quality control through external moderation.

This course also meets the training requirement for entry onto the UK Register of Mediators.

Facts & figures

- **Numbers on the course:** 12
- **Number of days:** 4 days on our open courses (or possibility of 5 days when run in-house) plus 8 hours private study
- **Running times:** 9.00am-5.00pm on the 4 day programme, shorter days on the 5 day programme and with the option of a split course
- **Award & CPD points:**
 - The Open College Network: 6 credits at level 3
 - The Law Society - 26 CPD hours

What next?

- You are welcome to call us and talk to a trainer about this course. We can help you to decide if this training course is the right one for you. Alternatively, you may like to attend one of our FREE lunchtime or breakfast events: An Introduction to Mediation
- You can view some FREE clips from our DVD, Mediation in Action on our website, showing a typical dispute and illustrating some key mediation skills
- If you or your organisation are thinking of creating an in-house mediation service and would like to take up the course as an in-house training programme, there can be significant benefits and cost-savings to training in this way. We would be pleased to discuss this option with you



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