



**commercial 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 Commercial Mediation Practitioner's Certificate is our qualification course for mediation in civil & commercial disputes: those involving financial matters, compensation claims, contractual issues, the supply of goods & services, or anything that would otherwise be settled in court or in the employment tribunal.

Commercial Mediation Practitioner's Certificate

40 hour professional training in commercial mediation

Nationally accredited by the Open College Network, The Law Society & The Bar Council

Outline

The use of Commercial Mediation is on the increase in the UK. The Civil Procedures Rules, the Court of Appeal and the Small Claims Process now urge disputants and their representatives to try mediation as an alternative to taking their case to court. A court may even refuse to award costs to a winning party who has unreasonably turned down the other side's offer to mediate.

Businesses, traders, suppliers and consumers are attracted by the speed, simplicity, and relative informality of mediation. Disputes can be resolved in a fraction of the normal time, with a minimum of distraction and expense to

the parties in dispute. Business relationships that have taken years to build up can be maintained within the collaborative atmosphere of mediation.

As a consequence, more and more individuals are now wishing to either gain work as mediators, to learn how better to represent their clients at mediation, or simply to build commercial mediation skills into their existing professional roles.

Content

A range of training methods is used on the course and delegates are all given the opportunity to work as mediators in at least one complete mediation case, based on a real-life dispute. There is the opportunity to take the position of one of the disputants in a mediation case, and that of their representative, in order to fully experience the mediation process from all sides.

The programme includes input on:

- The role of a commercial mediator
- When to use commercial mediation and when to use interpersonal mediation
- The types of disputes suitable for commercial mediation
- How to proceed when mediation has been proposed or directed

Who is the course for?

The Commercial Mediation Practitioner's Certificate training is suitable for anyone wishing to:

- Conduct structured civil, commercial and other financial mediation cases of their own
- Represent or assist others who are taking part in mediation
- Deal more constructively with everyday business complaints and disputes

What you will learn:

- Mediation compared to other means of dispute resolution
- Where mediation can and cannot be applied
- The 6-step model of commercial mediation
- The role of representatives before, during and after mediation
- Confidentiality and disclosure
- Negotiation and communication skills
- Psychological issues in dispute resolution
- Dealing with pitfalls and opportunities in mediation
- How to prepare for, conduct and conclude mediation cases
- Producing workable agreements in mediation

People who attend the training come from a variety of backgrounds. Some may be familiar with mediation, and wish to attend in order to gain a recognised accredited qualification. For others, this may be their first exposure to the subject. There are no formal prerequisites for attending the training, and although a proportion of course delegates are from the legal profession, no specific knowledge of the law is required.

Delegates on previous courses have included:

- NHS complaints managers
- Accountants, solicitors & barristers
- Company directors, business owners & sole traders
- HR professionals
- Chartered surveyors & civil engineers
- People managers in the public and private sectors
- People with no professional qualifications wishing to start a career as a mediator

National accreditation

This programme is delivered by professional mediation providers with particular expertise in training provision. As a mediation provider, UK Mediation is accredited by The Civil Mediation Council, and provides commercial mediation to HM Courts Service through the National Mediation Helpline. This training programme has been designed by us, on the basis of more than ten years' experience of providing mediation, and is externally accredited by the Open College Network, who moderate and scrutinise our systems of training delivery, design and assessment.

Once you have achieved the award, you will have demonstrated that you have a practical and theoretical grasp of commercial mediation, to the high standard that is demanded by this widely-recognised and externally monitored qualification.

For legal practitioners, attendance on the course also attracts CPD points from the Bar Council and The Law Society.

Facts & figures

- **Numbers on the course:** 12
- **Number of days:** 4 days
- **Running times:** 9.00am-5.00pm plus 8 hours private study
- **Award and CPD points:**
 - The Open College Network: 6 credits at level 3
 - The Law Society - 26 CPD hours
 - The Bar Council - 35 CPD hours

What next?

- Our commercial mediation training is available either as a public course or as an in-house training programme. The in-house option is often taken up by law firms, or larger companies of professionals who may routinely encounter commercial disputes
- Public courses take place at various high-quality training venues around the UK throughout the year. Forthcoming events are listed on our website, or you are welcome to contact us for our latest list of events
- The in-house training programme can be arranged anywhere in the world at venues, times, and dates of your choice, and represents a significant cost-saving if you have a number of people who wish to undertake the training
- If you would like to discuss the option of an in-house training programme, we would be pleased to hear from you to talk about this option further. Alternatively, you may like to attend one of our FREE Introduction to Mediation events

“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn.”

Alvin Toffler



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