



**refresher days**



# professional development for qualified mediators

One of the reasons that people become attracted to the field of mediation is that there is always something more to learn. Following an initial qualification in the subject, there are numerous routes that your professional development could take: from becoming particularly skilled at working in a specific setting, to working with people who are presented with particular sorts of issues, or becoming an expert in a particular style of mediation. We have assembled a number of opportunities to support you beyond your initial training as you develop your professional skills and knowledge further.

For those of you who have qualified as a mediator some time ago, but have not managed to get any cases, you might benefit from one of our Refresher Days, giving you a chance to brush up on your skills, get feedback on your practice, access networking opportunities and much more.

# Refresher Days

Much more than just brushing up on your skills

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## Outline

You will probably attend numerous training courses throughout your professional life. Some of the many skills that you learn might be put into practise daily or weekly, while others may only be required very occasionally. If you have attended a mediation training course, whether with UK Mediation or from elsewhere, and have not yet had a chance to get hold of any 'real' cases to mediate, you might well be feeling that your mediation skills are becoming rusty.

Our Refresher Days have been designed to help you to get back on track. As well as an opportunity to network with other mediators, many of whom may be in the same predicament, we want to offer you a reminder about what you learned on your training, to give you a chance to practise on a simulated case and to share experiences of any cases that you have been lucky enough to complete.

## Content

Our Refresher Days are slightly different to some of our other qualification courses, principally because everyone attending has already undergone full training, and has formed an idea about how they wish to use their mediation skills. We therefore encourage people to contribute to the agenda, by inviting delegates to say what they would like to see included as part of the day.

In addition to the topics chosen by delegates, we make sure to include a slot for the revision of the step-by-step mediation model, a chance for everyone to get some practice on a simulated case and to get some individual feedback from our trainers.

A very valuable part of the day is to hear of people's experiences of cases they have worked on since their training. This gives us a chance to do some live case supervision: an extremely valuable form of ongoing learning for mediators.

### On previous Refresher Days delegates have asked for input on:

- Mediation and recent legislative changes
  - Working with a co-mediator
  - Skills revision (especially reframing!)
  - Record-keeping and confidentiality
  - Conflicts of interest when performing multiple roles
  - Dealing with resistance to mediation
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## Who is the day for?

You are likely to derive maximum benefit from the Refresher Day if you have undertaken an accredited mediation training programme, and are now looking for a chance to brush up on your skills, network with others in a similar situation and get some feedback on your practice. You do not have to have completed any cases in order to benefit from the day.

### Previous attendees have included:

- Experienced in-house or organisational mediators
- Qualified freelance mediators
- Human resources professionals trained in mediation
- Those whose professional roles require that they occasionally draw on their mediation skills

## Delivery

Depending on the numbers attending, the course is facilitated by a number of members of our team, who can help to run the simulated cases, to contribute to the tutor-led input, give you feedback on your practice, and be available for the all-important informal chats and networking opportunities.

The Refresher Days are run at public venues from time to time throughout the year, but if you have at least six people who can attend, this can be organised as an in-house training or staff development event.

## National accreditation

As this day is not assessed, accreditation by the Open College Network does not apply. However, the day counts towards CPD for the purposes of the UK Register of Mediators, whilst legal professionals can claim CPD hours under the Law Society's scheme.

### Facts & figures

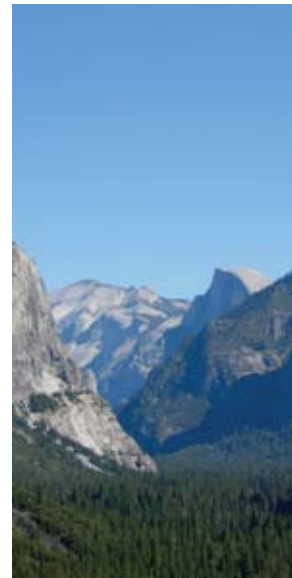
- **Numbers on the course:** Maximum 12
- **Number of days:** 1 day
- **Running times:** 9.30am-4.30pm
- **CPD points:**
  - The Law Society - 6 CPD hours
  - UKRM - 6 CPD hours

## What next?

- You are welcome to contact us for a chat about how we run the Refresher Days
- Please visit our website to check the next dates and location of an open Refresher Day
- If you have at least six people who would benefit from a Refresher Day as an in-house event, we would be glad to come to you. Again, please give us a call to talk this through
- If there is a particular mediation topic about which you would like us to organise a Refresher Day, please let us know and we will customise an event for you

**“My long experience has taught me to resolve conflict by raising the issues before I or others burn their boats.”**

Alistair Grant



*“A brilliant reminder. Renewed my enthusiasm for mediation.”*

**BM, Local Authority Manager**

# 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](http://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](mailto: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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