



mediation skills



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.

Mediation Skills is our two day programme for those wishing to find out how to mediate other people's disputes, but who do not need accreditation or a recognised qualification. Effectively an abbreviated mediator training programme, Mediation Skills teaches you the step-by-step mediation model in a very practical way.



Mediation Skills

A two day programme in the structured resolution of interpersonal disputes

Outline

Our two day Mediation Skills programme aims to meet the needs of those seeking training in mediation, but who do not need to gain formal recognition as qualified mediators. The programme is popular with those wishing to incorporate mediation skills into their existing roles, those wanting to resolve interpersonal disputes in a more structured way, and especially those who wish to add mediation skills to their professional toolkit, but who are not intending to pursue the more extensive and in-depth mediator training that would lead to an accredited qualification.

What you will learn:

- The differences between using mediation skills and taking other approaches to interpersonal disputes
- The step-by-step process used by mediators
- Remaining impartial when resolving disputes
- Disclosure and confidentiality
- Avoiding a conflict of roles when using mediation skills
- Dealing with people's resistance to a structured approach
- Using mediation skills constructively, safely and effectively

Content

As with our qualification courses, the Mediation Skills programme is highly participative, helping you to develop your skills through a number of exercises, discussions, dispute simulations and case studies. DVD clips are also used to illustrate both the step-by-step model and the skills that mediators use.

The programme includes:

- How interpersonal disputes start, and how they can be perpetuated
- The skills and techniques used by mediators
- The types of disputes where mediation skills might productively be used
- How and why mediation skills can work
- When to refer disputes to trained mediators

Who is the course for?

Our two day Mediation Skills programme is specifically geared towards those who wish to add some greater structure to how they address interpersonal disputes. Although not a mediator qualification course, the programme attracts learners who have come across mediation and who appreciate its merits, but who are not in a position to pursue a more formal route to becoming professional mediators.

Previous trainees have included:

- People managers in the public & private sectors
 - Dignity at work specialists
 - Human resources practitioners
 - Universities & Colleges
 - Housing & homelessness workers
 - Police officers
 - Health & Safety representatives
 - Residential care workers
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Course delivery

Courses are led by mediation professionals who have an in-depth knowledge of the different levels to which mediation skills can be learned and practised. Our trainers come from a range of professional backgrounds, and have a sound practical knowledge of the application of mediation skills in a variety of settings.

The Mediation Skills programme is most often taken up as an in-house training course or staff development event. This means that we can customise the course to suit your own organisation's particular area of interest, plus we can deliver the course exactly when and where you choose.

A very valuable part of the delivery is the feedback and coaching that the trainer is able to offer as you engage in the exercises and case simulations. We keep the group size limited to 16, so that the trainer can observe everyone and offer individual recommendations for how to develop your skills to full effect.

National accreditation

Mediation Skills is not an accredited programme. Consequently, you are not assessed on the course, and there is no requirement for any written work to be submitted either during or after the two days. If you wish to be accredited as a mediator, we recommend that you consider the Interpersonal Mediation Practitioner's Certificate as an alternative.

Facts & figures

- **Numbers on the course:** 6-16
- **Number of days:** 2 days. No private study
- **Running times:** 9.00am-5.00pm
- **CPD points:**
 - The Law Society - 12 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 programme 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 your organisation is thinking of training a number of your own people in a more structured approach to interpersonal disputes, there can be significant benefits and cost savings when we bring the training to you. We would be pleased to discuss this option with you further

“Anyone who stops learning is old, whether at twenty or eighty.”

Henry Ford



“The course provided a very useful introduction and an excellent platform from which to undertake a more in-depth mediation qualification.”

DS, Customer Services 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

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.

ukmediation



uk mediation ltd
8 Green Lane
Belper
Derbyshire
DE56 1BY

t: 01773 822222
f: 01773 827155
admin@ukmediation.net

www.ukmediation.net

the **mediation** specialists