



**what mediation is
and what it can offer you**



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In recent years mediation has become a widely used means of resolving interpersonal, family, neighbourhood, commercial, and workplace disputes. Mediation is a powerful tool, and when properly and professionally applied it can bring profound results.

Mediation can commonly be confused with other forms of dispute resolution, however, and without proper awareness, it can also be applied in situations where other approaches may have been more appropriate.

For those who are less familiar with mediation and what it can offer, we have a number of FREE events that we would invite you to attend. These awareness-raising events are designed to be easily accessible, interactive and informative, and are pitched at a level that requires no prior knowledge of mediation.

Our awareness-raising events include:

- An Introduction to Mediation: FREE breakfast and lunchtime events
- A FREE speaker to address your meetings, conferences & events

An Introduction to Mediation

FREE breakfast & lunchtime events

Outline

UK Mediation offers FREE introductory lunchtime and breakfast events, which provide you with an opportunity to discover more about what mediation is and how it is currently used for resolving a wide range of disputes.

Content

The backbone of An Introduction to Mediation is a presentation that provides an explanation of what mediation is, how it is practised, and why it is currently increasing in popularity. Each of our FREE events:

- Lasts for around 1½ hours
- Begins with a presentation by a practising mediator
- Shows extracts from Mediation in Action, our own DVD of a typical workplace dispute
- Offers the opportunity for a thorough question & answer session

What you will learn:

- What mediation is and how it works
- How mediation differs from other ways of resolving disputes
- Different types of mediation
- Why you might need to mediate
- When mediation is likely to be effective
- Why training is important and what can be undertaken
- Using external vs. in-house mediators
- How current legislation encourages mediation

- Gives details on how to train or qualify as a mediator
- Includes a discussion of human resources and legislative issues relating to mediation
- Concludes with a complimentary buffet lunch or breakfast

Who are the events for?

Our Introduction to Mediation events are designed for people who are beginning to find out about mediation: people from all levels within organisations who want to learn more about the subject, along with individuals who are interested in either using or training in mediation.

Previous attendees have included:

- Business owners
- Housing landlords
- Solicitors & barristers
- People looking for a change of career
- Human resources professionals
- People currently involved in disputes
- Counsellors & psychotherapists
- Occupational health & welfare professionals

Course delivery

An Introduction to Mediation is delivered at numerous venues throughout the UK, and is occasionally delivered at our offices in Belper, Derbyshire. Numbers are limited at these popular, free events, in order to ensure a high quality of interaction in the question & answer session and during the open discussion.

As an alternative to attending a public event, we can offer to send one of our practising mediators to your organisation to deliver An Introduction to

Mediation as an in-house programme. We just need a suitable venue and a minimum of six people. When delivered in-house to your organisation, we can customise the programme to your specific sector and also provide input on organisational issues such as how to fit mediation in with your existing policies & procedures, how to work within the ACAS code of practice, and how to make the most of an in-house mediation service.

What next?

- Visit our website or call us to find out when the next event is running in your area
- Contact us to book a place, to arrange for your own in-house An Introduction to Mediation, or to talk to one of our advisors

Facts & figures

- **Cost per place:** Free
- **Numbers on each presentation:** 6-16
- **Duration:** 90 mins
- **Running times:** breakfast or lunchtime
- **CPD points:**
 - The Law Society - 1 CPD hour
 - The Bar Council - 1 CPD hour

“You can’t turn back the clock, but you can wind it up again.”

Bonnie Prudden

“Good to get such a clear and expert overview before making a financial commitment.”

PN, NHS Trust



A Speaker to Address Your Events

Bringing something extra to your conferences, meetings and events

“Every time I learn something new it pushes some old stuff out of my brain!”

Homer Simpson

Outline

Mediation is a relatively new concept in the UK, and many can be unfamiliar with what it is, and how it can be used to resolve disputes. In order to convey the true benefits of mediation to members of your group or organisation, it can help to have an expert on hand. We can send a practising mediator to speak at your conference or meeting, or to customise a one-off presentation to synergise with your event.

Content

These presentations can be specifically tailored to your event or training day, depending upon the particular sector in which you work. With specialist backgrounds ranging from psychotherapy to education and civil engineering, we are able to provide a dedicated representative who understands your needs and can create a bespoke presentation perfect for your event. This helps your group to see how mediation could be potentially integrated into your organisation or industry sector. The presentation is concluded with a question & answer session.

A typical presentation might include:

- What mediation is and how it works
- How mediation can effectively resolve workplace and/or commercial disputes
- Why mediation is on the increase
- How mediation can save time and money
- How to make the most of what mediation has to offer

Who might take up this option?

If you are holding a conference or meeting dealing with dispute resolution, employment legislation,

managing employee relations or addressing bullying & harassment, the presence of a mediation expert with a tailored presentation could be the perfect addition to your event.

We are able to supply a professional speaker, with first-hand knowledge of mediation being put into action. Our talks are illustrated with case studies, examples of best practice, and information on how to get the most out of mediation.

Previous organisations selecting this option have included:

- The CIPD Annual Conference and Exhibition
- The Chartered Institute of Building
- Boots plc
- Geodrilling Annual Conference
- Police Federation of England and Wales

Delivery of presentations

Presentations can be delivered in conjunction with other training days, or we can provide a session at a conference made up of invited speakers. We are also happy to integrate our own presentation into other presentations that you may have arranged.

Facts & figures:

- **Numbers at each presentation:** Unlimited
- **Duration:** Typically 30-50 minutes
- **Running times:** To suit your event

What next?

- Contact us for further information and we would be glad to discuss this option with you
- If you are currently planning your event, please call for an informal chat and we will be glad to talk through what we might be able to offer

The Mediation in Action DVD

The ideal training resource for mediation awareness

Outline

The Mediation in Action DVD is an easy-to-use resource showing a dramatisation of a typical workplace dispute and illustrates how it could be managed using workplace mediation. It is accompanied by a set of step-by-step guidance notes and discussion points for those using it as an awareness-raising and training tool.

Content

The story in the DVD is based on a conflict within a UK local authority. It shows two work colleagues experiencing a catastrophic breakdown in their working relationship, which leads to a heated exchange between the two. Jackie is their manager and she is the first to hear of the colleagues' dispute. Using some key dispute resolution skills, Jackie does all she can to defuse the situation, but realises she cannot deal with it herself and encourages the colleagues to use the company's trained mediators.

What you will learn:

- How a workplace dispute can start and quickly escalate
- How a manager can respond quickly, informally and effectively to defuse a hostile situation
- When referral to a workplace mediator may be appropriate
- The step-by-step process of a workplace mediation
- How confidentiality works in mediation
- Some key mediation skills being used in practice
- How mediation is concluded

The DVD is menu-driven and divided into logical sections that illustrate each point in the process from the 'spark' of the conflict, followed by the manager's input and then through each stage of the workplace mediation.

Who is the DVD for?

Mediation in Action is supplied with a license for use as an in-house training resource. It has been designed to help when running awareness-raising or short training events within your organisation. The notes supplied with the DVD provide an accompaniment to each point in the sequence of events and also draw attention to key features of every stage along the way to resolving the dramatised dispute.

Mediation in Action can be used for:

- Raising awareness of the greater use of mediation, especially in the light of employment legislation and the ACAS code of practice
- Helping those within an organisation to understand the role of their in-house mediators
- Encouraging appropriate referrals to mediation
- Training managers, team leaders and key staff in the use of dispute resolution skills

What next?

- If you would like to see more of Mediation in Action, you can view some clips from the DVD by visiting our website
- Mediation in Action is used as a training resource on several of our open and in-house training courses
- Organisations undertaking the Interpersonal Mediation Practitioner's Certificate in-house will receive a FREE copy of the DVD with accompanying notes



contacting us

Firstly we would like to thank you for taking an interest in our courses, 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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