



taking it further



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.

Our one day course, Understanding Mediation, provides an excellent grounding if you wish to take your awareness to the next stage, or if you are considering going on to train as a mediator. While our initial Introduction to Mediation is held at public venues, and gives a generic introduction to the wider field of mediation, Understanding Mediation is offered as an in-house event, which we can customise to be directly applicable to your group or organisation's own areas of interest or application.

Our one day programme, Conflict Resolution Skills, is designed to help you to develop the practical skills required to resolve conflict more constructively. The programme does not aim to train you in mediation, but rather to help you to develop confidence and competence in addressing everyday conflict.

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.

Understanding Mediation

A one day grounding in the key concepts of mediation

Outline

This course is designed for those groups and organisations who wish to discover more about mediation, or those who may be considering training further in the subject. Building on our free awareness-raising events, the one day course, Understanding Mediation, goes further into how mediation is practised, and describes in more detail how it can be used as a means of dispute resolution. By delivering this programme directly into your organisation, we can help you to evaluate the costs and benefits of mediation, and to decide how your group or organisation can make the most of this powerful tool.

What you will learn:

- What happens at each stage of the mediation process
- Confidentiality within mediation
- Selection of mediators: ensuring impartiality
- How to select which cases might be suitable for mediation
- Getting people's commitment to engage in mediation
- Fitting mediation in with your policies & procedures
- How a typical 'case' would proceed in practice

The course has been revised and updated in the light of the changes in employment legislation in April 2009. A major part of this is the new ACAS Code of Practice, which encourages organisations to make greater use of workplace mediation.

Content

This very popular programme includes:

- The step-by-step mediation process
- How to make mediation work in your own setting
- The costs & benefits of mediation
- Practical applications of mediation

Who is the course for?

The course is particularly suited to the needs of those with little or no experience of mediation, who may be considering either bringing in external mediators, setting up an in-house service, building mediation into their practices, or going on to train in mediation themselves.

By offering Understanding Mediation as an in-house event, we are able to customise the course for particular organisations and industry sectors, including choosing typical case scenarios representing the types of disputes that members of that organisation would routinely encounter.

We have previously delivered Understanding Mediation to:

- NHS complaints managers
- Trading Standards Professionals (CPD is available through the Trading Standards Institute)

- HR professionals in the private and public sectors
- The police service
- Trades unions
- The armed forces
- Government bodies, including the Local Government Ombudsman
- Universities & colleges throughout the UK
- Organisations considering setting up in-house mediation services
- People considering going on to undertake professional mediation training

Course delivery

The course is principally held as an in-house event within your own organisation, on dates and at a venue to suit you. The course is especially popular with organisations considering setting up their own in-house mediation service, or those considering building mediation into their professional practices.

The course is delivered through a combination of DVD clips, demonstration, lecture, and a relevant worked case scenario, chosen to reflect your organisation's particular subject area.

Facts & figures

- **Numbers on the course:** 6-16
- **Number of days:** 1 day
- **Running times:** 9.30am-4.30pm
- **CPD points:**
 - The Law Society - 6 CPD hours
 - Trading Standards Institute - 6.5 CPD points

What next?

- We would welcome an initial discussion about how you might get the most from this very popular programme
- If you would like to discuss how we might customise an Introduction to Mediation for your particular group or organisation, we would be pleased to hear from you

“Well run, comprehensive and clear. Particularly helpful to know what I should try and take on myself, and when to call in the mediators.”

BF, Trades Union Organiser

“I do not teach my pupils. I provide conditions in which they can learn.”

Albert Einstein



Conflict Resolution Skills

A one day programme in responding more constructively to interpersonal conflict

“Education is not preparation for life; education is life itself.”

John Dewey

Outline

Resolving conflict can be a time-consuming and frustrating process, and can put an enormous drain on an organisation’s resources. Managers, team leaders, HR practitioners, or anyone in direct contact with service users can feel ill-equipped to deal with conflict situations which, if left unaddressed, can quickly worsen.

Responding directly to this need, this one day programme offers a practical grounding in the skills required to resolve conflict, helping you to better address both your own and others’ disagreements.

The Conflict Resolution Skills programme does not intend to train you in mediation. We are pleased to be able to offer you a number of alternative programmes if this is your particular training need, right from a brief overview, up to a full, nationally accredited qualification.

What you will learn:

- How to view and address conflict more effectively and confidently
- The skills and techniques for resolving conflict between you and others
- How to support other people who are in dispute to communicate more positively
- When it is appropriate to refer people’s disputes on to other sources of help

Content

Depending on delegates’ particular areas of interest, the Conflict Resolution Skills programme can include worked examples of:

- Workplace conflicts
- Bullying, harassment and discrimination cases
- Managing complaints
- Housing and homelessness scenarios
- Inter-generational conflict
- Neighbourhood and community conflict

The course is particularly focussed on skills development rather than on theory, and takes a learning-by-doing approach to the subject. When delivered in-house to your own organisation, we aim to customise the examples and case scenarios to be directly relevant to the types of conflict that you are most likely to come across.

Who is the course for?

This one day course is designed for managers, team leaders, human resources professionals, those working with the public, or indeed anyone who is interested in how better to resolve conflict between colleagues, managers, clients and service users.

Previous trainees have included:

- Human resources practitioners
- Staff with managerial responsibilities
- Team leaders
- In-house trainers
- Complaints managers
- Housing & homelessness workers
- Trade union representatives
- Front line workers

Course delivery

This highly interactive programme is delivered by a practising mediator, and aims to develop both your skills and understanding relating to early, informal, and constructive responses to conflict. Demonstrations, practical exercises and DVD clips are used in order to both illustrate the skills and to help you to put them into practice.

Course numbers are limited so that all delegates will get an opportunity to practise their skills, receive feedback, and gain a practical understanding of how better to develop their own confidence and competence in this area.

Facts & figures

- **Numbers on the course:** 6-16
- **Number of days:** 1 day
- **Running times:** 9.30am-4.30pm
- **CPD points:**
 - The Law Society - 6 CPD hours

What next?

- Conflict Resolution Skills runs at public venues around the UK at various times of the year. Please visit our website or call us to find out when the next open course will be running in your area
- The programme is highly suited to delivery as an in-house training course or staff development event. This has the added advantage that we can customise the course to your particular area of interest, and can deliver it when and where you choose. We would be glad to discuss this option with you
- If this course is not quite what you need, you might consider undertaking one of our other mediation training courses

“The course provided really clear skills for working within the new Code of Practice for workplace disputes.”

KS, HR Director



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 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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