



qualifying as a mediator



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 Interpersonal Mediation Practitioner's Certificate qualifies you to work with any type of interpersonal conflict: helping people to restore relationships at work, within businesses, between colleagues and associates, or in any other situation where interpersonal relations need to be restored or maintained.

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.

Our Accredited Training in Mediating Family Relationships provides a recognised qualification in working with families at breaking point: helping them to restore, rebuild, and sometimes restructure their family relationships, often at the point where a young person in the family is about to become homeless.

The Accredited Training in Mediation for Complaints Handling leads to a qualification for those dealing with complaints in a range of settings.

Interpersonal Mediation Practitioner's Certificate

40 hour professional training in interpersonal mediation

Nationally accredited by the Open College Network and The Law Society

“The mind is not a vessel to be filled, but a fire to be kindled.”

Plutarch

Outline

The Interpersonal Mediation Practitioner's Certificate is a 40 hour, nationally accredited training programme, which responds to the increasing need for high-quality, widely-recognised professional mediator training. Holders of the Interpersonal Mediation Practitioner's Certificate are qualified to work with all types of interpersonal disputes, and the training is accepted as the standard for those wishing to practise as mediators throughout the UK.

People undertake the Interpersonal Mediation Practitioner's Certificate either to work as in-

house mediators within their organisations, to incorporate mediation skills into an existing role, or to be able to work as freelance mediators.

Content

The course is highly participative, helping you to develop your mediation skills through a number of exercises, lectures, group discussions, dispute simulations and case-studies. We also use our own DVD, Mediation in Action to illustrate a typical workplace dispute, and to demonstrate how mediation would be applied to it.

The programme includes:

- Different people's responses to conflict: how and why disputes occur
- The skills, knowledge, and qualities of a mediator
- Where mediation can and cannot be used
- How and why mediation works
- The pitfalls and opportunities in using mediation

Who is the course for?

A wide variety of people wish to qualify to work as interpersonal mediators. We first offered our professional training in 1998, and since that time we have trained thousands of people of all ages and backgrounds, from all over the world.

What you will learn:

- The underlying principles of mediation
- The step-by-step mediation process, and the tasks at each stage
- The role of the mediator compared to other professional roles
- Confidentiality and impartiality in mediation
- How to initiate, manage and conclude the mediation process
- The skills and knowledge required of mediators
- Encouraging people to participate in mediation
- How to ensure that mediation is safe, constructive & effective
- How to enmesh mediation within organisational policies

Previous trainees have included:

- Human resources practitioners
- Bullying & harassment / Conciliation officers
- Housing & homelessness workers
- Solicitors & barristers

- Health professionals
- Trades union representatives
- Customer services personnel
- Equality & diversity specialists
- Complaints managers

Course delivery

Courses are led by mediation professionals with direct case experience, who are able to use recent case examples to bring the training to life. The training is typically completed in a four day training block, plus about 8 hours private study to complete your learning record.

If the times and dates of our open courses are not suitable, we can also offer to come to you to provide the training as an in-house programme. In this case, we can modify the days and times to suit your learners including offering the programme over five shorter days, or providing it as two separate training blocks. We have a reputation for being able to adapt our training to suit our learners' particular circumstances, background, and professional interests.

National accreditation

If you are investing in professional mediation training, you want to know that your qualification meets the highest standards, and that it will be widely recognised.

This training programme has gained nationally-recognised accreditation by the Open College Network, and is also accredited for CPD by the Law Society. As a training organisation, UK Mediation is also an approved training centre with the National Open College Network, which means that we are subject to regular inspection and quality control through external moderation.

This course also meets the training requirement for entry onto the UK Register of Mediators.

Facts & figures

- **Numbers on the course:** 12
- **Number of days:** 4 days on our open courses (or possibility of 5 days when run in-house) plus 8 hours private study
- **Running times:** 9.00am-5.00pm on the 4 day programme, shorter days on the 5 day programme and with the option of a split course
- **Award & CPD points:**
 - The Open College Network: 6 credits at level 3
 - The Law Society - 26 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 training course 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 you or your organisation are thinking of creating an in-house mediation service and would like to take up the course as an in-house training programme, there can be significant benefits and cost-savings to training in this way. We would be pleased to discuss this option with you



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



Accredited Training in Mediating Family Relationships

40 hour training in mediating family relationships

Nationally accredited by the Open College Network & The Law Society

“You may be on the right track but if you sit there long enough you’ll get run over.”

Jack London

Outline

In recent years, it has become widely recognised that unaddressed conflict within families can have a profound impact on the well-being of all concerned, but especially on the lives of children and young people. Particularly within families that become restructured following a bereavement, divorce or separation, or in any family where the lifestyles of the young people clash with those of the parents or carers, conflict can be a daily fact of life.

Mediation can provide a very effective structure in helping the family to manage its conflict and in helping all family members to reach an agreement about how better to manage contentious issues such as timekeeping, personal responsibilities, access into the family home, social & personal habits, discipline

What you will learn:

- The underlying principles of mediation
- The step-by-step mediation process
- Clarifying the role of the mediator in relation to other professional roles
- Confidentiality, impartiality and appropriate disclosure
- How to initiate, manage and conclude the mediation process
- Encouraging family members to participate in mediation
- How to ensure that mediation is safe, constructive & effective
- Key policies & procedures when applying mediation

and communication. A properly trained and impartial third party, in the role of mediator, can support the family to use that structure in a safe and effective way: lessening conflict and ultimately helping to prevent a young person from becoming homeless.

Content

The course includes many of the elements covered in The Interpersonal Mediation Practitioner’s Certificate and has been evolved from that programme. Our Accredited Training in Mediating Family Relationships uses a similar, well-established model of mediation as would be applied in other areas of interpersonal conflict, but with variations that make it directly applicable to this particular field.

Previous learners have commented that the skills and techniques acquired through this qualification have been invaluable beyond the immediate application that the training is intended for and have in fact helped in managing other interpersonal disputes.

The course includes:

- Family members’ responses to conflict: how and why family disputes occur
- The skills, knowledge and qualities of a mediator when working with families
- Where mediation can and cannot be used
- How and why mediation works in this setting
- The pitfalls and opportunities in using mediation for family relationships

Who is the course for?

The course is suitable both for those who are new to the field and who wish to use mediation from the outset, and for those who are more experienced in this work, but who feel that their interventions would

be enhanced by the step-by-step structure that the mediation model offers. As a nationally-accredited programme, the course is also suitable for those familiar with mediation, who wish to gain recognition for their existing skills and knowledge.

Previous trainees have included:

- Family Group Conferencing Co-ordinators
- Housing & homelessness workers
- Police officers
- Members of Youth Offending Teams
- Workers from Barnardos, Childline, Connexions and other national charities and organisations
- Hostel workers

Course delivery

The course is delivered by a practising mediator with experience of working with professionals in this field. A number of real-life case examples are used in order to illustrate the mediation model, and to give learners an opportunity to put their skills into practice as the course progresses.

The course is typically delivered as an in-house programme, over four or five days, depending on the organisation's preference. The times of each day would typically be 9.30am-4.30pm for a five day programme. We can also offer to split the training into a two day and a three day block to suit your needs.

Our aim is to work with your organisation to deliver a well-established, nationally-accredited programme in a way that not only gives learners a recognised qualification, but which greatly enhances the quality and effectiveness of their interventions, and ultimately improves the lives of their service users and clients.

National accreditation

Our Accredited Training in Mediating Family Relationships leads to the award of the Interpersonal Mediation Practitioner's Certificate. This training programme has gained nationally-recognised accreditation by the Open College Network and by the Law Society.

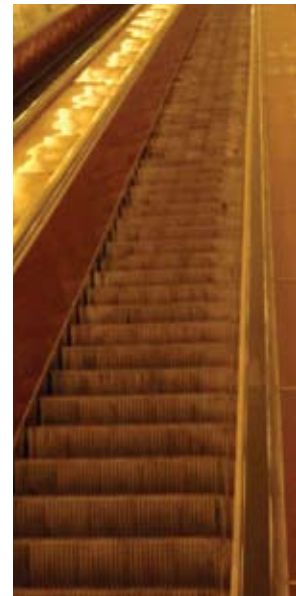
The course also meets the training requirements for entry onto the UK Register of Mediators (UKRM), which is described in more detail on our website. Family Group Conferencing Co-ordinators who achieve on this training programme, who complete five assessed cases, and who go on to meet additional criteria for entry onto the Register, can describe themselves as UKRM-registered Family Group Conferencing Mediators.

Facts & figures

- **Numbers on the course:** 12
- **Number of days:** 4 days or 5 days
- **Running times:** 9.30am-4.30am for a 5 day programme, with the option to split the training into two blocks
- **Award & CPD points:**
 - Open College Network: 6 credits at level 3
 - The Law Society - 26 CPD hours

What next?

- This programme is run principally as an in-house training course or staff development event. Please call us to discuss how we might provide the training for members of your own organisation
- We can offer to visit you for a no-obligation discussion of how you can get the most from this course. Please call us to arrange this at your convenience



Accredited Training in Mediation for Complaints Handling

40 hour accredited training in effectively handling complaints

Nationally accredited by the Open College Network & The Law Society

Outline

It is inevitable that whenever a professional service is offered to a diverse group of users, there will occasionally be complaints. Service users may express dissatisfaction about the standard of a service, about perceived delays in service provision, about communication with the service provider or about more personal matters concerning the individuals who represent the service.

Recent legislation now encourages the greater use of early, informal measures to address complaints. In education, mediation is encouraged where there is a dispute over a Local Education Authority meeting a child's special educational needs. Since April 2009, a new procedure promotes mediation in the first stage of handling complaints about NHS Health Care providers, whilst complaints

against Local Authorities in England and Wales are now routinely considered for mediation by the Local Government Ombudsman.

In the private sector as well, the value of mediation is being recognised as a means of early resolution to a complaint: the evidence suggests that both sides can feel more satisfied about the outcomes of a process in which they have been heard more clearly by the other side and where they, themselves have helped to shape the ultimate outcome, rather than having this imposed on them.

Content

The course presents a well-established model of mediation, which provides a step-by-step process for dealing with complaints and consumer/customer dissatisfaction. The staged process allows for both sides to put their case forward, then for negotiation to take place around how the complaint may be resolved and ultimately for the matter to be concluded with an action plan or joint agreement.

As well as presenting the complete mediation model and giving opportunities to practise its application, the programme includes input on:

- How to build trust and rapport with both complainant and respondent
- The types of complaints suitable for mediation
- When to call in an external mediator or to use reciprocal arrangements with other organisations

Achievement on this nationally-accredited course leads to the award of the Mediation Practitioner's Certificate.

What you will learn:

- How mediation differs from other means of resolving complaints
- Making the mediation option available
- The step-by-step mediation model
- How to apply the model to complaints handling
- Managing disclosure and confidentiality
- Knowing when to terminate mediation
- Concluding a mediation session
- Following up and auditing agreements & outcomes

Who is the course for?

This programme is typically taken up by public and private organisations wishing to train a group of their staff to be in-house mediators / complaints handlers. For those practitioners who are already using this type of approach to handling complaints, the course can provide a very valuable staged structure with which to better manage the complaints process. People currently working as in-house mediators / complaints handlers can also benefit from the accreditation and recognition that the qualification offers.

Previous organisations taking up this programme have included:

- Social Services Departments
- Children's and Young People's Services
- NHS Trusts
- Counselling organisations
- House-building companies
- Internet service providers
- Trading Standards

Course delivery

The course is delivered by a practising mediator with experience of working with professionals in this field. Relevant case examples are used in order to illustrate the application of the mediation model to complaints handling. The course is typically delivered as an in-house programme, over either four or five days, depending on the organisation's preference. We can also offer to split the training into two separate blocks if preferred.

The course is delivered in such a way that your learners not only achieve a recognised qualification, but your organisation can also begin to actually apply the mediation model to its complaints-handling process. We will give you advice and guidance so that you can build policies and procedures to allow you to do this.

National Accreditation

Our Accredited Training in Mediation for Complaints Handling leads to the award of the Mediation Practitioner's Certificate. This training programme has gained nationally-recognised accreditation by the Open College Network and is accredited by the Law Society.

The course also meets the training requirements for entry onto the UK Register of Mediators (UKRM).

Facts & figures

- **Numbers on the course:** 12
- **Number of days:** 4 days or 5 days when run in-house plus 8 hours private study
- **Running times:** 9.00am-5.00pm on the 4 day programme, shorter days on the 5 day programme and with the option of a split course
- **Award & CPD points:**
 - The Open College Network: 6 credits at level 3
 - The Law Society - 26 CPD hours

What next?

- Please call us to discuss how we might provide the training for members of your own organisation
- We would be pleased to speak to you regarding how you can get the most from a course such as this. You are welcome to call us to talk through the programme in more detail

“You can't shake hands with a clenched fist.”

Indira Gandhi



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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the **mediation** specialists