



**accredited interpersonal
mediation conversion**



converting your qualification

With mediation becoming increasingly popular within a variety of settings, trained mediators are now aiming to make their services available to as many groups and in as many types of disputes as possible. People who have trained in one area of work are looking to translate their skills and knowledge to be relevant to other areas.

If you have already trained in a particular type of mediation and wish to convert to another, we can offer you our very popular accredited Conversion Courses. Building on your previous training, these are shorter courses that allow you to convert your qualification in commercial mediation to one in interpersonal mediation, or vice versa.

Our very popular accredited Interpersonal Mediation Conversion is intended to qualify you to mediate in workplace disputes in particular, and will also provide a qualification for mediating in neighbourhood disputes and family relationships. This training has proved particularly popular for qualified commercial mediators who wish to go on to provide workplace mediation as encouraged by the ACAS code of practice for handling discipline and grievances at work.

Accredited Interpersonal Mediation Conversion

A qualification to mediate in workplace, neighbourhood and interpersonal cases for those already qualified in commercial mediation

Nationally accredited by the Open College Network & The Law Society

Outline

Many of the skills and techniques of a trained mediator could be considered to be applicable to all types of disputes. How the mediation model is applied, and how the mediation sessions are structured, differs significantly between interpersonal and commercial mediation.

As mediation comes to be used increasingly for workplace conflict and other disagreements where the intended outcome is specifically an improved relationship, many people trained in commercial mediation are now seeking to convert their qualification in order to be able to mediate in these types of disputes.

Commercial mediation typically addresses a disputed financial or contractual matter between two people or organisations and produces an agreement that binds parties to resolve the matter by either making a payment, providing goods, services or any other relevant form of

compensation. In contrast, most interpersonal disputes reaching mediation:

- Involve a falling-out or strong disagreement
- May involve groups or teams of people
- Do not involve conflict over financial matters
- May include allegations of bullying or harassment
- Are resolved by a non-binding agreement for the people to change their behaviours
- Do not involve any material form of compensation

Recognising the achievement of practitioners who have already trained in commercial mediation, we have developed our shorter Interpersonal Mediation Conversion course, designed to train people how to address workplace and other interpersonal disputes. Our conversion programme builds on the knowledge and skills that you have acquired throughout your initial commercial mediator training.

Content

The programme includes input on:

- What leads to interpersonal conflict at work, in neighbourhoods and within families
- Facilitation skills for interpersonal issues
- Managing strong emotions
- Considerations when running joint mediation sessions

Who is the course for?

This two day accredited course is for anyone who has completed an externally accredited civil and/or commercial mediation training programme, and who now wants to carry out workplace, neighbourhood and interpersonal mediation cases.

What you will learn:

- Workplace mediation within the ACAS code of practice
- Using mediation in grievance, harassment and discrimination cases
- Similarities and differences between interpersonal and commercial mediation
- When and when not to use interpersonal mediation
- Using the step-by-step model for workplace, neighbourhood and interpersonal disputes
- How confidentiality and disclosure works in interpersonal cases

UK Mediation's own Commercial Mediation Practitioner's Certificate satisfies the entry requirement for the course, as do many of the equivalent programmes offered by other training providers. Our accrediting body requires that we see evidence of your prior mediation training and we will ask for a copy of your certificate(s) when you apply to join the programme. Your training must have been externally accredited by one of the recognised awarding bodies and must have included a successful assessment of both your mediation skills and knowledge.

Previous trainees include:

Qualified commercial mediators:

- Barristers and solicitors
- HR Professionals
- Freelance mediators & consultants
- Complaints managers
- Auditors, tax specialists and accountancy professionals
- Company directors

Course delivery

The course runs over two full days and is delivered by one of our practising mediators, who can provide up-to-date examples of typical disputes and will have practical experience to bring to the course.

The course is delivered by way of lecture, exercises, demonstration and by mediating simulated dispute cases. As part of the course you are given the opportunity to mediate in at least one complete mediation case. All of our simulated cases are based on real-life disputes and involve the kinds of issues that might typically arise in a real situation.

Assessment of your skills is conducted during the course, whilst your knowledge & understanding are assessed following the course by completion of a learning outcomes portfolio.

National accreditation

UK Mediation is an approved CPD training provider under the CPD scheme of The Law Society, and is approved as an accrediting centre by the National Open College Network. The training offered by UK Mediation satisfies the training requirement for entry onto the UK Register of Mediators.

Facts & figures

- **Numbers on the course:** 12
- **Number of days:** 2 days
- **Running times:** 9.00am-5.00pm
- **Award & CPD points:**
 - The Open College Network - 6 credits at level 3
 - The Law Society - 13 CPD hours

What next?

- The accredited Interpersonal Mediation Conversion is available either as a public course or for a group of at least six learners, as an in-house training programme. Our forthcoming dates are listed on our website, or you are welcome to contact us for the latest information
- 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 over the open courses if you have a number of people wishing to undertake the training together
- We are required to strictly enforce the pre-requisite of an externally-accredited training course in commercial, workplace or neighbourhood mediation. If you are in any doubt as to whether your prior training meets our criteria, please contact us for advice
- As this is the only course of its kind in the UK, demand for places is usually high and we advise that you book early

“Always keep on learning – it keeps you young.”

Patty Berg



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.

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