



**professional development
for qualified mediators**



professional development for qualified mediators

One of the reasons that people become attracted to the field of mediation is that there is always something more to learn. Following an initial qualification in the subject, there are numerous routes that your professional development could take: from becoming particularly skilled at working in a specific setting, to working with people who are presented with particular sorts of issues, or becoming an expert in a particular style of mediation. We have assembled a number of opportunities to support you beyond your initial training as you develop your professional skills and knowledge further.

The first step following your initial qualification is to begin to build up your cases. Our accredited qualification, Professional Practice in Mediation, is intended to support you through your first five cases, allowing you to gain credit for your reflective practice as you complete them.

Once you have started to complete cases, an important aspect of working safely and professionally is to be engaged in Case Supervision: giving you opportunities to reflect on your work, to gain personal and professional support, and to identify ongoing training & development needs.

As you begin to work in a specific sector, with particular groups, or in a particular style, you may then identify where you would like to concentrate your development efforts, and what kind of additional training you might require in order to continue to develop. Our CPD Events are ideal for this.

For those of you who have qualified as a mediator some time ago, but have not managed to get any cases, you might benefit from one of our Refresher Days, giving you a chance to brush up on your skills, get feedback on your practice, access networking opportunities and much more.

We are sure that our programme of professional development events will help you to grow from your initial qualification, right up to becoming a highly accomplished mediator.

Professional Practice in Mediation

Putting your new skills into action

“If I had eight hours to chop down a tree I’d spend six of them sharpening my axe.”

Abraham Lincoln

Outline

UK Mediation is committed to supporting the ongoing development of practising mediators. We have developed the Professional Practice in Mediation (PPM) qualification as the next developmental step for people who have completed an accredited mediation training course.

PPM is your way of providing evidence that you have put your training into successful practice, through the completion of a number of mediation cases. Once you have successfully completed an accredited training course in mediation, you are ready to begin PPM.

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To begin with, you need to find a way of accessing some disputes that would be suitable for mediation, and to put yourself in a position where you can act as a sole mediator or co-mediator on at least five cases.

Rather than being a taught course, PPM is effectively a programme of self-directed learning: we support you to complete your five cases, whilst you fill out a learning log as you go. Then we conduct a face-to-face assessment of your practical work, ensuring that the work in your log, and your reflections and comments on that work, meet certain criteria.

Having difficulty finding cases? You could try:

- Your local community mediation service (the UK Mediation website carries a list of these)
- Existing contacts within industry sectors where you have worked
- HR departments in organisations with which you are familiar
- Legal practices who may need the services of an external mediator
- Complaints departments within local authorities and NHS Trusts, many of whom use volunteer mediators
- Marketing your services as an independent practitioner
- Joining the UK Register of Mediators as an Associate Member



Completing your five cases

Once you have lined up some suitable cases, you need to carry out these cases in accordance with the model you have learned. At least one of your cases must be carried out with a co-mediator.

As you complete your cases, you need to complete some written work, noting your progress, recording learning points, and reflecting on your practice as it builds. We will support you through the whole of this process. Once you have written up your five cases in this manner you are ready to submit for assessment.

Assessment

When you have sent back your five cases in the correct form and re-submitted any parts that may be missing or in error, we will make an appointment for you to attend for assessment. One of our trainers / assessors will ask you to talk through the cases you have conducted, ensuring that you can demonstrate that you meet the assessment criteria, especially looking for evidence of reflective practice and critical evaluation of the practical work you have completed.

National accreditation

PPM is accredited by the Open College Network. Successful achievement of PPM is your evidence that you have put your skills into successful practice.

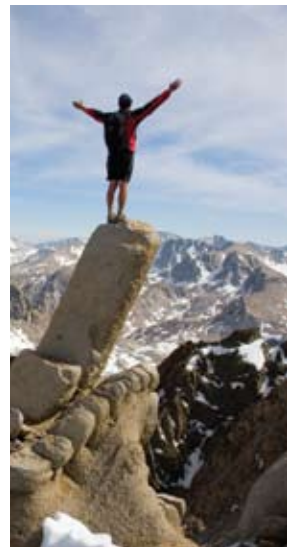
It proves that you are both trained and able to work effectively as a mediator, thereby meeting the main criteria for you to achieve Registered Mediator status with the UK Register of Mediators.

Facts & figures

- **Time to complete:** The time taken to complete five cases, plus a 2 hour live assessment
- **Award:**
 - The Open College Network

What next?

- If you have already completed an accredited mediation training course and are ready to begin your ongoing professional development as a mediator, PPM is the place to start. We welcome candidates who have trained with organisations other than UK Mediation, and if you are unsure as to whether your own training satisfies the entry requirement for PPM, we would encourage you to contact us for advice
- When you are ready to begin, we will be glad to send you the paperwork you need to start logging your five cases, analysing your work, and providing us with the reflective evidence that you are engaged in truly professional practice



“It’s what you learn after you know it all that counts.”

John Wooden

Case Supervision for Practising Mediators

Working safely and effectively as a mediator

Outline

Once you start to work as a mediator, away from the confines of the training room and often working on your own, it is not uncommon to feel under-prepared for some of the things that can come up, and that your disputing parties can throw at you (we hope not literally!). It is from this point forwards that you may feel the need for professional backup: essential support that will allow you to learn from aspects of your practice, as well as to offload and to debrief your mediation cases.

Professional Case Supervision meets this need. It is a structured means of gaining consultative support, allowing you to develop your skills beyond what you learned in your training, and helping to ensure that you are mediating effectively, professionally and safely.

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UK Mediation offers Case Supervision with experienced mediators who are trained in supervision skills. We use a well-established model of supervision, which is similar to that used in the supervision of practitioners in branches of the helping professions.

Mediators, whether newly trained or more experienced, can attend either individually or in groups, and might book a regular session with one of our supervisors lasting anything from a couple of hours to a whole day.

A typical supervision session or day might include:

- Individual presentation of cases
- Group discussion on points arising from the cases presented
- Highlighting of learning points from the presented case work
- Ethical and professional considerations arising: working safely and within the law
- Identifying ongoing training needs amongst the supervisees
- Input on specialist topics from the supervisor

Who is Case Supervision for?

If you regularly conduct mediation cases, particularly those involving intense interpersonal disputes, you are quite likely to encounter situations that you feel unprepared for. Mediation work can be emotionally draining, can challenge your understanding of the mediator role and can identify gaps in your knowledge. Case Supervision is strongly recommended if you want to continually develop your mediation skills, learn more about the subject and get help to ensure that your work is safe, ethical and professional.



Delivery

For organisations, especially those operating in-house mediation services, the usual arrangement is for a qualified supervisor to come to you and to run a quarterly supervision group at your premises. In-house supervision groups are typically run for 6-16 supervisees, and can last a day or half a day each time. Mediators who work alone, including freelance mediators, are welcome to attend individually for supervision at our headquarters in Belper, Derbyshire. Practitioners may also get together to attend in a group of anything from 2-8 people.

Facts & figures

- **Available as:** Individual or group supervision
- **Group numbers:** 2-8 in Belper, 6-16 for in-house mediation services
- **Duration:** 1½-2 hours for an individual. ½-1 day for groups
- **CPD:** Meets the supervision requirement for entry onto the UKRM

What next?

- Many of the organisations who have trained with UK Mediation take up the option of a quarterly supervision group, held at their own premises. Please call us to discuss whether this arrangement would be beneficial to your own group
- If you have trained with another organisation, you are welcome to enrol for our supervision groups provided that you have been trained to an accredited standard
- If you are an individual seeking Case Supervision, we would be glad to talk through the options with you. Please call us for an initial talk with one of our supervisors

“The most intense conflicts, if overcome, leave behind a sense of security and calm that is not easily disturbed.”

Carl Jung

“This has massively helped my confidence and identified my areas for development.”

AJ, Housing Officer



Continuing Professional Development (CPD) Events

Run by professionals, for professionals

“There is one art which we should master – the art of reflection.”

Samuel Taylor Coleridge

Outline

Even the most experienced mediators still have a lot to learn! At UK Mediation we have stayed in contact with practising mediators who were on some of our first training courses in 1998, continuing to work with them to identify new areas of training and professional development. Whichever area of mediation people work in, there always seems to be further avenues for skills advancements and knowledge, as well as learning opportunities that arise from mediators' direct experience.

Our programme of Continuing Professional Development (CPD) Events is a constantly evolving portfolio of short training courses and events. Mostly held in just one day, our CPD Events are designed and delivered by experts in the field, aiming to deepen and broaden your skills and knowledge as a professional mediator.

Content

Our CPD Events tend to be of two sorts: firstly, updates on changes in legislation, developments in how mediation is practised, or key developments affecting how mediators provide their services. Secondly, training in specialist areas of mediation practice: how to work more effectively with particular groups or with specific sorts of disputes.

We aim to stay right up-to-date with our choice of CPD Events, ensuring that the topics we cover will be of maximum relevance to the people attending. At the same time we do encourage you to request particular topics and to actively influence our choice of subject matter.

Previous CPD Events have included:

- Commercial mediation with construction disputes
- Working well with a co-mediator
- Personality types and interpersonal conflict
- Legislation update: mediation in the ACAS code of practice
- Legal issues in mediation for non-lawyers
- Employment law basics
- Workplace mediation awareness for commercial mediators
- The 'personality clash' in workplace disputes: what is it?

“I have acquired new skills, which have clearly aided my decision making during mediation cases.”

FP, Freelance Mediator

Who are CPD Events for?

You will gain most benefit from these events if you are a practising mediator with some recent case experience. The events are usually attended by a mixture of freelance or independent mediators, and those from in-house mediation services. We run the events at our headquarters in Belper, Derbyshire, or at public venues around the UK, but can also offer to come to you to deliver any of our CPD Events as in-house courses or staff development opportunities. Also, in many of the case supervision groups that we run, particular learning topics become identified, which can then be picked up later on and addressed in these kinds of events.

Delivery

We choose carefully which of our mediators and/or trainers would be best suited to the delivery of a particular CPD topic. On occasions we have also brought in external trainers and experts to contribute on a more specialist subject or simply to give us a different perspective. We like to use a variety of training methods, and will try to mix lecture and demonstration with practical exercises, case simulations and even the use of actors.

Facts & figures

- **Available as:** Open or in-house events
- **Group numbers:** Usually 6-16
- **Duration:** 1 day
- **CPD:**
 - Meets the annual CPD requirement for the UKRM - 6 hours
 - The Law Society: 5½ CPD hours

What next?

- Keep an eye on our website for forthcoming events
- If your service or organisation would like to hold an in-house CPD Event, we would be very glad to arrange this for you
- If you would like to see a CPD Event on a particular topic, we would be very pleased to take your ideas on board

“The course was well run, appropriately structured and professionally delivered.”

BM, Local Authority Manager



Refresher Days

Much more than just brushing up on your skills

Outline

You will probably attend numerous training courses throughout your professional life. Some of the many skills that you learn might be put into practise daily or weekly, while others may only be required very occasionally. If you have attended a mediation training course, whether with UK Mediation or from elsewhere, and have not yet had a chance to get hold of any 'real' cases to mediate, you might well be feeling that your mediation skills are becoming rusty.

Our Refresher Days have been designed to help you to get back on track. As well as an opportunity to network with other mediators, many of whom may be in the same predicament, we want to offer you a reminder about what you learned on your training, to give you a chance to practise on a simulated case and to share experiences of any cases that you have been lucky enough to complete.

Content

Our Refresher Days are slightly different to some of our other qualification courses, principally because everyone attending has already undergone full training, and has formed an idea about how they wish to use their mediation skills. We therefore encourage people to contribute to the agenda, by inviting delegates to say what they would like to see included as part of the day.

In addition to the topics chosen by delegates, we make sure to include a slot for the revision of the step-by-step mediation model, a chance for everyone to get some practice on a simulated case and to get some individual feedback from our trainers.

A very valuable part of the day is to hear of people's experiences of cases they have worked on since their training. This gives us a chance to do some live case supervision: an extremely valuable form of ongoing learning for mediators.

On previous Refresher Days delegates have asked for input on:

- Mediation and recent legislative changes
 - Working with a co-mediator
 - Skills revision (especially reframing!)
 - Record-keeping and confidentiality
 - Conflicts of interest when performing multiple roles
 - Dealing with resistance to mediation
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Who is the day for?

You are likely to derive maximum benefit from the Refresher Day if you have undertaken an accredited mediation training programme, and are now looking for a chance to brush up on your skills, network with others in a similar situation and get some feedback on your practice. You do not have to have completed any cases in order to benefit from the day.

Previous attendees have included:

- Experienced in-house or organisational mediators
- Qualified freelance mediators
- Human resources professionals trained in mediation
- Those whose professional roles require that they occasionally draw on their mediation skills

Delivery

Depending on the numbers attending, the course is facilitated by a number of members of our team, who can help to run the simulated cases, to contribute to the tutor-led input, give you feedback on your practice, and be available for the all-important informal chats and networking opportunities.

The Refresher Days are run at public venues from time to time throughout the year, but if you have at least six people who can attend, this can be organised as an in-house training or staff development event.

National accreditation

As this day is not assessed, accreditation by the Open College Network does not apply. However, the day counts towards CPD for the purposes of the UK Register of Mediators, whilst legal professionals can claim CPD hours under the Law Society's scheme.

Facts & figures

- **Numbers on the course:** Maximum 12
- **Number of days:** 1 day
- **Running times:** 9.30am-4.30pm
- **CPD points:**
 - The Law Society - 6 CPD hours
 - UKRM - 6 CPD hours

What next?

- You are welcome to contact us for a chat about how we run the Refresher Days
- Please visit our website to check the next dates and location of an open Refresher Day
- If you have at least six people who would benefit from a Refresher Day as an in-house event, we would be glad to come to you. Again, please give us a call to talk this through
- If there is a particular mediation topic about which you would like us to organise a Refresher Day, please let us know and we will customise an event for you

“My long experience has taught me to resolve conflict by raising the issues before I or others burn their boats.”

Alistair Grant



“A brilliant reminder. Renewed my enthusiasm for mediation.”

BM, Local Authority 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](tel:01773822222)

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](mailto:8GreenLane@ukmediation.net)

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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