

what previous learners say

"I thoroughly enjoyed the course, lots of information, practical applications and a great learning experience."

"The case scenarios enabled the process to become 'real' and effective for me."

"The standard of training was first class."

"As a team we are all agreed that this course is up there with the best training we have ever had!"

"I really enjoyed the opportunities to practise in a safe environment and the discussions throughout the sessions."



how to book

A booking form for the next scheduled course is enclosed, or can be obtained from our web site. Other public courses are also listed in the web site, but if you would prefer us to come to you, we would be pleased to discuss how this unique programme can be provided in-house on dates that you choose.

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...we look forward to working with you.

the mediation specialists



The Mediation Practitioner's Certificate for Counsellors and Psychotherapists

The only course of its kind in the UK

Nationally accredited by the Open College Network & The Law Society

mediation works

Unaddressed interpersonal disputes can cause untold damage to individuals and organisations. Much absenteeism, stress-related illness and formal action can result from unresolved conflict between people. Organisations are expected to respond quickly and positively to such situations, and from April 2009 new employment legislation also requires a timely, fair, and reasonable response, including the greater use of mediation.

Counsellors and psychotherapists, whether working independently or within organisations, are often called upon to intervene, and many find that the use of mediation skills can provide a powerful advantage when working in some specific areas:

- Working with conflict amongst agencies & service providers
- Resolving client complaints
- Avoiding litigation and employment claims
- Preserving working relationships
- Addressing workplace conflict

why a specific course?

As the UK's foremost provider of accredited mediation training, UK Mediation offers nationally-recognised mediation qualifications to a wide range of learners, and has now adapted its main accredited qualification, The **Mediation Practitioner's Certificate**, specifically for the needs of counsellors and psychotherapists. These professionals have something of a head start in learning to become mediators, and already have an insight into:

- Empathic listening and responding
- The effective use of boundaries
- Impartiality & non-directive working
- Identifying & working with unmet needs
- Working with resistance

This training course looks at how these key elements, as part of a structured, staged model of mediation, can help the practitioner to build workable agreements between people in dispute.

qualifying as a mediator

The qualification attained is the nationally-accredited Mediation Practitioner's Certificate, which is recognised as the benchmark qualification for those working as mediators in the UK. This qualification also provides the full training element required to gain entry to the UK Register of Mediators.

The course is led by Mike Talbot, BSc. (Hons), Msc, MA, an accredited mediator, graduate member of The Sherwood Institute, and UKCP-registered Gestalt psychotherapist. Mike is the principal and founder of UK Mediation Ltd, and is a highly respected mediator and mediation trainer.

The programme involves working with simulations of real cases, and uses our DVD, 'Mediation in Action', showing how a typical workplace dispute could develop be mediated. As this is the only course of its kind in the UK, places have to be limited in order to ensure a high tutor-learner ratio.

If you have any questions regarding the course, or would like to discuss whether this is the right programme for you, please call us to speak to Mike personally.

If you are unable to attend any of our public courses, we also offer the programme as an **in-house training programme** or **staff development event**. There are significant cost-savings when training this way, and we can also include advice on some important policies and procedures if you are setting up your own internal mediation service.