

The Interpersonal Mediation Practitioner's Certificate

Qualify as a mediator with the **Interpersonal Mediation Practitioner's Certificate**, the market-leading 40-hour professional mediator training programme.

The **Interpersonal Mediation Practitioner's Certificate** qualifies you to be able to resolve all types of interpersonal disputes more positively, including bullying & harassment and grievance-type issues in the workplace, consumer disputes, family and neighbourhood fall-outs, all types of complaints, and business conflicts.

One reason for the popularity of the course is that all of our trainers are themselves practising mediators, who pass on their skills through a number of exercises, lectures, group discussions, lively dispute simulations and real case studies.

We emphasise learning-by-doing in order to build up your competence and confidence as a mediator.



Once you've completed this course you will have gained **'Accredited Mediator'** status

At a glance

- **5-day course**
- **£1,795 + VAT**
- Gain accredited mediator status
- 6 credits at level 4 on the Ofqual **Qualifications & Credit Framework**
- **26 - Solicitors Regulation Authority** CPD hours

Over **5,000 people** have qualified with us in the last 19 years on this highly regarded course.

100% of our learners would recommend the course to others.

“Very good, I can't wait to get started! I will use the skills throughout the rest of my role at work.

John Lewis

Jane Thrale
John Lewis

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Delivery

All of our trainers are practising mediators, qualified and highly experienced in adult education. We use a range of methods to deliver the course, including:

- Video material showing a live dispute, and how people behave when they are in conflict
- Lecture and discussion
- Group exercises
- Small-group activities
- Practice sessions with simulated case material
- Real-life case studies

We have trained and qualified interpersonal mediators from all over the world, and our training sits on the National and the European Qualifications and Credits Frameworks, just like GCSEs, A Levels and Degrees. Train with us and you get a proper, externally accredited qualification, respected and recognised throughout the UK and beyond.

Assessment

Following the course, there is an opportunity for written reflection on the knowledge and skills that learners have acquired. This individual, written component of the work takes place after the taught component, leaving learners to make the most of the valuable on-course time by practising in role-play with case simulations, learning from the trainer, and by being part of an active learning group.

Entry Requirements

All we ask is a preparedness to engage in a very practical training programme, centred around role-play and simulated cases. Although our course attracts many solicitors and barristers, you do not need to have detailed knowledge of the law in order to join this popular course.

Our venues

We hold the Interpersonal Mediation Practitioner's Certificate course at a number of locations. Visit www.ukmediation.net/impc for currently scheduled dates.



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Learning outcomes:

Our externally accredited qualifications benefit from being assessed against a published set of learning criteria. This allows us to be really clear about the outcomes your learners will achieve by taking this qualification. So at the conclusion of your course, learners should:

1. Understand the underpinning principles of mediation

How mediation compares with other ways of resolving disputes, and how to choose what sorts of situations would and would not be suitable for mediation. Why and how mediation works.

2. Understand how people's behaviours can impact upon conflict

What makes people behave the way they do when they are in conflict, and how this will influence what we do as mediators. Getting people's commitment to participating in mediation, and overcoming their resistance.

3. Understand the structure of the mediation process

The steps and stages of the structured interpersonal mediation model, and the purpose and structure of each stage. Why we do what we do as mediators.

4. Understand the particular role of the mediator

The mediator's role and purpose, how this differs from other professional roles, and the importance of impartiality and confidentiality. What the mediator adds that the parties in dispute could not do for themselves.

5. Understand the skills required in mediation

Learners mediating simulated dispute cases and getting detailed feedback on the use of the skills. The cases are chosen to exactly reflect the kinds of situations that learners will go on to actually resolve.

6. Reflect upon their own practice, and to consider their ongoing development as mediators

People's strengths and areas for improvement as mediators, and how they will specifically apply their new skills and knowledge in their professional roles.

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Here is a breakdown of the structure for this five-day accredited course:

Orientation / Overview of Mediation

- Overview of course
- Agreeing learning objectives
- Different responses to conflict
- Mediation compared to other means of dispute resolution
- Understanding how mediation works
- What mediation can and cannot do
- Where to apply mediation
- Impartiality
- Session evaluation/consolidation

The 7 stages of the mediation process

1 & 2: Initial Meetings with Party One and Two

- Building rapport with a disputant
- Being clear about the role of a mediator
- Working with a distressed disputant
- Prejudices and stereotypes: staying impartial
- Understanding confidentiality
- Disclosure and ethics
- Getting the full story from a disputant
- Handling resistance
- Session evaluation/consolidation

- Deciding whether to use mediation or another available option
- Moving from positions to interests
- Switching the focus from past to present

3: Preparing for the face-to-face session

- Avoiding common pitfalls in mediation
- Making adequate preparations
- What might go wrong on the day

4: The Face-to-face Mediation Session

- Opening the face-to-face session
- Agreeing ground rules
- Managing difficult & disruptive behaviour
- Communicating assertively with disputants

5: Exploring the Issues

- Defining & sorting issues into an agenda
- Reframing
- Facilitation: making the most of opportunities
- Dealing with power imbalances
- The use of side meetings

6: Building Agreements

- Creating options for a resolution
- Assessing resolutions against people's interests
- Writing the agreement

7: Closure and Follow-up

- Producing agreements that work
- Fall-back arrangements

Putting it all together:

- Getting recognition for your practice
- Building mediation into the organisation
- Working as a mediator
- Course evaluation
- Close of course
- Arrangements for ongoing support/ completion of portfolios