

COURSE OUTLINE

The programme covers a full mix of teaching, partner work, group discussion and practical exercises to fully explore mediation and cement your learning. You will also have the opportunity to take part in at least 6 mediations during the programme. The outline below highlights the key areas that are covered during the programme but is not limited to these. The theory and practical discussions are all supported with anonymised examples from the tutors' own mediation experience. We believe that you learn greatly from being a party 'receiving' mediation so all delegates will have this opportunity during the programme.

Day 1

- ✓ Introductions and an induction to the qualification and the programme
 - ✓ Conflict – understanding the theory and the psychology
- ✓ Mediation – understanding the process and watch a mediation demonstrated by the tutor and actors
 - ✓ Exploring the key skills required to mediate
 - ✓ Examining where mediation fits within the modern workplace
 - ✓ Exploring the pros and cons of mediation?
- ✓ How to help individuals and organisations to understand and use mediation

Day 2

- ✓ Mediation – exploring the different types of mediation available
 - ✓ The mediator's role and a useful structure for mediation
 - ✓ Co-mediation
- ✓ Practical – Delegates have a go at their first mediation as co-mediators
 - ✓ Managing concerns and challenges
 - ✓ Exploring what a good outcome to mediation might be

Day 3

- ✓ Conflict strategies – looking at what causes it and what gets in the way of us resolving it.
 - ✓ Mediation – moving to solo mediation
 - ✓ Practical tips and techniques for carrying out mediation effectively
- ✓ Understanding how to adapt your approach to each individual party's needs and behaviour
 - ✓ Practical – Delegates have a go at their first solo mediation

Day 4

- ✓ Practical – Delegates finish their first solo mediation
- ✓ Building your toolkit of practical skills and techniques
 - ✓ Mediation agreements - exploring the options
- ✓ Transformative mediation – how to achieve long term behaviour change

Day 5

- ✓ Prejudice, Equality and Diversity – managing yourself and others during mediation
 - ✓ Managing high conflict
 - ✓ Practical - Assessment - solo mediation
- ✓ Using mediation skills in the workplace – what are the options and why it can be so powerful

Day 6

- ✓ Practical – Assessed solo mediations concluded
- ✓ Adopting a strategy and managing the practicalities of setting up and closing mediation
- ✓ Internal mediator v external mediator – exploring the positive and challenges of each
 - ✓ The written portfolio – managing concerns and discussing expectations
 - ✓ What next and how to make the best use of your new skills