



MEDIATION IN THE WORKPLACE
RESTORING PRODUCTIVE WORKING RELATIONSHIPS

ARE YOU INTERESTED IN QUALIFYING AS A WORKPLACE MEDIATOR?

National Qualification – Level 3 Certificate in Mediation Theory and Practice

'The delivery and the assessment of the course run were exemplary'
Feedback from OCN London - Awarding Body

WHO IS IT AIMED AT?

- HR professionals and others working with conflict who would like to have their existing skills recognised through the achievement of a nationally recognised mediation qualification
- Managers who want to become skilled mediators for the benefit of their organisations
- Others who are seeking a mediation qualification as a development opportunity and wish to enhance their employment opportunities and prospects

WHY COME TO US?

- ✓ **Reputation** – Over 25 Mediation Programmes delivered in the last few years
- ✓ **Specialised** – The programme focusses on workplace mediation
- ✓ **Expertise** – Tutors are all widely experienced & practising workplace mediators
- ✓ **Innovative** – We include professional actors to enhance the learning and realism
- ✓ **Bespoke** – Learners limited to **6 delegates** to ensure that there is individual attention and assessment
- ✓ **Best value** – The cost is highly competitive and includes after course support



COURSE CONTENT – 5 Key Qualification Units : Conflict Theory in Mediation; Facilitating Mediation; Using People Skills in the Mediation Process; Workplace Mediation; Understanding the Transformative Approach to Mediation

DATES: **Introductory session:** 1 hour on 17th June 2020 (can be flexible re date and time)
Main programme: 22nd /23rd/24th and 29th/30th June & 1st July 2020
Wrap up session: 2 hours on 6th July 2020 (can be flexible re date and time)

LOCATION: Online via ZOOM

COSTS: £1125 (represents 30% discount on usual cost)

TUTOR: **Sarah Crayford Brown** – Mediator, Barrister and specialist in conflict resolution - *Mediator of the Year 2014 and Mediation Champion 2015 at the National Mediation Awards*

I completed Sarah's mediation course in the summer of 2019. It was simply excellent. I thoroughly enjoyed her teaching and group facilitation. From clear explanations of key concepts and the use of professional actors, through well-constructed role play scenarios to detailed and personalised constructive feedback. Highly recommend.

Dr Emma Davies, Delegate

Book your place through **Sarah** on 07932 150453 or sarah@mediationintheworkplace.co.uk

COURSE OUTLINE

"I would strong recommend this excellent course, which was very thorough and well planned, and resulted in highly rewarding personal development in the various aspects of mediation."

Guy Price – Delegate

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