



MEDIATION
IN THE WORKPLACE

ARE YOU INTERESTED IN QUALIFYING AS A WORKPLACE MEDIATOR

National Qualification- Level 3 Certificate in Mediation Theory and Practice



Week One - 15th, 16th & 17th April 2024

Week Two - 22nd, 23rd & 24th April 2024

Heywood House, Heywood, Westbury, BA13 4NA

Two further courses running this year - July (London) and November (Bath)

£1795 (No added VAT)

On completion of this 6 day in person programme, you will be able to demonstrate the essential key skills of a competent workplace mediator and able to resolve complex workplace conflicts. Trained by highly experienced Workplace Mediators who have delivered over 35 programmes. Recognised by the awarding body OCN London as providing exemplary high standards of training, and utilising professional actors to enhance the learning and realism.

**Book your place today call 07932 150453 or
email sarah@mediationintheworkplace.co.uk**



*"THE DELIVERY AND THE ASSESSMENT OF THE
COURSE CONTINUES TO BE EXEMPLARY."
OCN LONDON QUALITY ENGAGEMENT REPORT" 2023*

Who would benefit from attending this programme?

- HR professionals who want to understand and develop mediation within their organisations
- Managers and business owners who want to use mediation skills for the benefit of their teams and organisation
- Individuals who are seeking a Mediation qualification as a development opportunity to enhance their employment opportunities and prospects

Why come to us?

- **Reputation** – Over 35 mediation programmes delivered
- **Specialised** – The programme focusses on workplace conflict
- **Expertise** – Tutors are experienced & practising workplace mediators
- **Innovative** – We use trained actors to enhance the learning and understanding
- **Best value** – The cost is highly competitive and includes after course support
- **Bespoke** – Group size limited to ensure that there is individual attention and assessment



LEAD TUTOR: Sarah Crayford Brown – Mediator, Barrister and specialist in conflict resolution – Shortlisted for Mediation Trainer of the Year 2020; Winner – Mediator of the Year 2014 and Winner – Mediation Champion 2015 at the National Mediation Awards.

TUTOR: Lizanne Keenan – Workplace Mediator, Conflict Coach, Master NLP Practitioner, HR Professional and Team Facilitator



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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 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 anonymized examples from the tutors' own mediation experiences. We believe that you learn greatly from being a party 'receiving' mediation so all delegates will also 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 & 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 advantages 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

Do you have a group of staff you want to train?

This programme can also be delivered in-house - please contact us for further details and costs



Testimonials

'The 6 day mediation training I have recently attended with Sarah and Lizanne was excellent. Such a good mix of learning the foundations, space for reflection, role play (lots of them!), feedback, learning from observing and learning through doing.

Sarah and Lizanne managed to regularly find the sweet spot of supporting me to practice approaches that were out of my comfort zone, but I never never felt out of my safety zone. The feedback that was shared was specific, constructive and tailored to each of us, and this helped build my confidence and skills as the course progressed.

The case examples, based on real life situations, helped to bring the training to life, and gave a real feel of how mediation can unfold in the real world, with space to explore the challenges that may arise and ways to get back on track. I also loved observing both their styles, and came away with a deeper appreciation for the value of proactively working with conflict as a core part of supporting healthy teams.

I have been on a wide range of training in my work as a clinical psychologist I couldn't recommend this training, and both mediators, highly enough.'

Dr. Donnelly - Consultant Clinical Psychologist & lead for Staff Psychology Service

'I would like to take this opportunity to thank you most sincerely for the excellent course that you provided this week on mediation. I learnt so very much and am very grateful for the patient and wise manner in which you shared your expertise. The practical exercises, combined with your insights, really allowed a depth to the course which was much appreciated. The field is so important and I will be discussing it with colleagues further in the coming weeks.'

Ian White - Vice chancellor Bath Uni

'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 - University of East London



Proud to have worked with.....

