



MEDIATION  
IN THE WORKPLACE

# AN INTRODUCTORY MEDIATION SKILLS PROGRAMME

Level 3 Award in Understanding Mediation



**15th and 16th April 2024**

**Heywood House, Heywood, Westbury, BA13 4NA**

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

**£850 (No added VAT)**

**Two intensive training days - on completion of the programme delegates feel confident and equipped to navigate and handle low level conflict in the workplace.**

**Book your place today call 07932 150453 or  
email [sarah@mediationintheworkplace.co.uk](mailto:sarah@mediationintheworkplace.co.uk)**



*“THE DELIVERY AND THE ASSESSMENT OF THE  
COURSE WERE EXEMPLARY.”  
OCN LONDON QUALITY ENGAGEMENT REPORT”*

## 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 introduce mediation skills for the benefit of their teams and organisation
- Individuals who are seeking 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 mediator
- **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

# 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 2 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 and actors

Exploring the key skills required to mediate

Examining how mediation fits with other forms of conflict resolution

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

Prejudice - managing yourself and others during mediation

Practical - Assessed mediation as co-mediators

Managing concerns and challenges

Exploring what a good outcome to mediation might be

The written portfolio - managing concerns and discussing expectations

What next and how to make the best use of your new skills

**This programme is designed as an introduction to mediation; if you want to obtain the recognised industry level of training for a workplace mediator, we recommend that you consider the 6-day programme - Mediation Theory and Practice - which provides delegates with the opportunity to deepen their understanding of conflict and mediation. It also focusses on helping delegates to develop their skills and techniques as solo mediators .**

**Not sure what programme is best for your needs? Contact Sarah or Lizanne to talk through the options.**



***Do you have a group of staff who would benefit from the training?***

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

# Testimonials



***'On behalf of the group, we have all come away from the training finding it really helpful and would highly recommend for any HR professionals or aspiring mediators to undertake. From discussions we've had there are a few in the group that would be keen to explore doing the full qualification so watch this space we'll be coming back to you. 10/10 you were amazing.'***

Stacey | People Manager for Digital, Data and Technology | Corporate Finance  
NHS South, Central and West

***'I'm really enjoying the course - you're providing an excellent way for us to learn something that is quite complex and sensitive in a positive way, helping us to practice and learn from you and one another. The role plays are great, because they are cases that we would have experienced before but without the benefit of being trained on mediation.'***

Caroline - Workforce Policy Manager | Forestry Commission

***'I would like to say a massive thank you to Lizanne. I thoroughly enjoyed having her on the practical/role play sessions. Lizanne was also very supportive throughout the sessions and provided me with detailed and informative feedback. She provided clear feedback on what I had done well on and where I required improvement. I would highly recommend Lizanne especially those who seek further knowledge and wish to develop their skills and wish to set up their business.'***

Nurun - Lead for the University of East of London Legal Advice Centre

***'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



Proud to have worked with.....

