



## FOUR-DAY COURSE

**MEDIATION SKILLS – a four-day course to train as a Mediator  
(Institute of Leadership & Management (ILM) Endorsed Programme)**

**6, 7, 13, 14 SEPTEMBER 2017, 9.30 am to 4.30 pm**

**Durham County Cricket Club, Riverside, Chester-le-Street, DH3 3QR**

### Overview

In the current climate of uncertainty and potential for conflicts to arise, how much better it would be to be able to nip things in the bud, before disputes become grievances or disciplinary matters. Mediation is becoming a valuable skill for the modern manager.

In one sense Mediation is no big deal. The need to mediate has been around for as long as people have been in dispute and most of us pick up mediating skills from our everyday experiences.

Mediation as a conflict resolution strategy in organisational settings is a relatively new phenomenon. All too often interpersonal conflict, especially harassment cases, go unattended or end up with costly investigations (time, money, resources and personal trauma). Mediation offers an alternative process to conflict resolution, allowing parties to resolve problems and let go of their sense of grievance and mend broken relationships.

### Aim

The aim of this course is to cover the entire mediation process from first contact through to review and closure. It aims to give participants an extensive foundation in advanced *Mediation Skills*, such as active listening, impartiality, rapport building, managing difficult conversations and facilitating change. It aims to develop an understanding of mediators' own responses to conflict, so that they can manage their own feelings and assumptions and interact constructively with disputants.

### Objectives

The course will enable participants to:

- Understand conflict which includes an awareness of the feelings and patterns of behaviour that can be present
- Appreciate the conditions which enable mediation to act as a catalyst for constructive conflict resolution

- Be aware of the skills, behaviours and knowledge required of a mediator and of one's own competence in these areas
- Understand and use the process of mediation
- Use active listening skills required to develop rapport with disputants
- Develop ways of working that are impartial and which empower disputants to resolve their disputes themselves in a fair and realistic manner
- Use facilitation skills required to manage a face-to-face mediation and encourage disputants to negotiate a mutually acceptable agreement
- Develop ways of working with the difficulties and opportunities provided by the diversity of culture and lifestyles within the organisation

## **Programme**

### **Day 1**

- Welcome & Introductions - Why I want to work with conflict?
- Groundrules/Codes of Conduct
- Myself and conflict - taking a constructive approach
- Understanding disputes and disputants
- How mediation works
- Key skills, attitudes and knowledge - A self-assessment
- Active listening
- Building rapport

### **Day 2**

- Review
- Positions and interests
- Mediation demonstration
- Mediation - Stage 1 - First contact first party
- Factors affecting perception, prejudice awareness
- Mediation - Stage 2 - First contact second party
- Dealing with aggression/denial

### Day 3

- Review
- What next - possible outcomes to disputes
- Preparing for face-to-face disputes:-
  - Welcomes, introductions and groundrules
  - Uninterrupted time
  - Managing conflict
  - Reframing and neutral language
  - Identifying key facts and issues
  - Sorting the issues
  - Enabling feelings to be expressed
  - Agreeing the issues to be discussed
  - Generating options
  - Facilitation skills
  - Constructing an agreement
  - Closure

### Day 4

- Review
- Full face-to-face mediation role plays
- De-briefing and preparation for self and peer group assessments
- Review
- Presentations of self-assessments and endorsement by peers
- The next steps and support mechanisms for mediators
- Review and closure

**NOTE – DELEGATES MUST ATTEND ON ALL FOUR DAYS**

## **Delivery Style**

The course is participative and practical and will be orientated around real life scenarios. Participants will be expected to engage in role-plays, small group activities, individual analysis, as well as tutor input and one-to-one supervision..

## **Assessment Process**

“Poor help is worse than no help at all.” The position of mediator is not one to be taken lightly. With this in mind, there be an assessment process in which participants will undertake a mediation session during the programme which will be evaluated by self, peers and the tutor.

Within 12 months, participants will be required to provide a written case study of a live mediation they have undertaken, with a witness statement from either the ‘mediation sponsor’ or the disputants involved.

NB – the endorsement should not be dependent on whether the disputants achieved a ‘written agreement’ but how effective the Mediator ‘managed the process’.

## **Course Tutor**

Mel Thomas, of Mel Thomas and Associates, is a NEREO associate and a consultant in the field of Organisational, Management and Employee Development. He is a qualified Psychotherapist and works as an Industrial Mediator in conflict situations in organisational settings. He has trained Mediators for Greater Manchester Police, Lancashire County Council, Sefton Council, Warrington Council, West Yorkshire Police, Rochdale Council, Barnsley Council, Information Office and Wigan Council amongst others. He recently presented a lecture on the use of Mediation at the British Conference on Harassment and Bullying at Manchester Airport.

## Course Fee

The cost of the event will be £730.00 + VAT per delegate. This will include payment for refreshments and seminar notes. **Please do not send payment with your booking form as invoices will be issued after the event.**

## Booking Arrangements

ONLINE      [www.nereo.gov.uk](http://www.nereo.gov.uk)  
EMAIL        [mokeefe@nereo.gov.uk](mailto:mokeefe@nereo.gov.uk)  
FAX            completed booking form on 0191 2613971

**ALL TELEPHONE BOOKINGS MUST BE CONFIRMED IN WRITING (E-MAIL, FAX OR WEB-SITE BOOKING). PLEASE NOTE THAT ALL BOOKINGS WILL BE CONFIRMED IN WRITING BY NEREO AND JOINING INSTRUCTIONS FOR DELEGATES WILL BE ISSUED APPROXIMATELY 10 WORKING DAYS PRIOR TO THE EVENT.**

**PLEASE NOTE AMENDMENT TO CONDITIONS OF CANCELLATION AS DETAILED ON BOOKING FORM.**

**Closing Date : Wednesday 26 July 2017**

## FURTHER DETAILS

For further details please contact Maureen O'Keefe on 0191 2613975.