



## Mediation Skills Training Course – Remote Delivery – MS Teams 11, 12, 13, 18, 19 January 2022

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 in functional organisations. 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.

### 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

### **Tuesday 11 January 2022 – 9.30am – 11.30am**

- Welcome & Introductions - Why I want to work with conflict?
- Groundrules/Codes of Conduct
- Key skills, attitudes and knowledge - A self-assessment
- Understanding Conflict

### **Tuesday 11 January 2022 – 1.30pm – 3.30pm**

- The Range of Conflict resolution strategies
- Active listening
- Building rapport

### **Wednesday 12 January 2022 – 9.30am – 11.30am**

- Positions and interests
- Mediation demonstration

### **Wednesday 12 January 2022 – 1.30pm – 3.30pm**

- Mediation - Stage 1 - First contact first party
- Factors affecting perception, prejudice awareness
- Mediation - Stage 2 - First contact second party

### **Thursday 13 January 2022 – 9.30am – 11.30am**

- Preparing for face-to-face disputes:
  - Welcomes, introductions and groundrules
  - Uninterrupted time
  - Managing conflict/Facilitation Skills
  - Reframing
  - Identifying key facts and issues
  - Free Exchange
  - Constructing an agreement
  - Closure

### **Thursday 13 January 2022 – 1.30pm – 3.30pm**

- Full mediation role play

### **Tuesday 18 January 2022 - Assessed Mediation – 9am–12noon, 1pm-5pm**

- Full face-to-face mediation role plays – 1 hour per participant
- (1 hour slots i.e. 9-10 am, 10-11am, 11-12 noon, 1-2pm, 2-3pm, 3-4pm observed by Tutor)

**Wednesday 19 January 2022 – Assessed Mediation – 9am-12noon, 1pm-5pm**

- The next steps and support mechanisms for mediators
- Review and closure

**NOTE – DELEGATES MUST JOIN REMOTELY ON ALL DAYS. THE COURSE WILL BE DELIVERED VIA MS TEAMS, INVITES WILL BE SENT APPROXIMATELY ONE WEEK PRIOR TO THE COURSE.**

**Total CPD Hours : 26 hours**

**An ILM Certificate and NEREO Certificate of attendance will be issued upon successful completion of the live assessment.**

**Pre-event information will be emailed approximately one week prior to the first date of the event.**

**Event materials will be provided electronically.**

### **Delivery Style**

Whilst being provided virtually 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.

All participants will be provided with Workbooks to aid the virtual learning.

### **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 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 & NWEEO 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 all 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 is one of the leading UK Mediators.

## **Cost**

The cost per delegate is £630 + VAT, this includes payment for registration with ILM following the course.

Please do not send payment with reservation, invoices will be issued after the event takes place.

## **Reservations**

To reserve place(s) please complete and return the reservation form to Maureen O'Keefe – [mokeefe@nereo.gov.uk](mailto:mokeefe@nereo.gov.uk). Places are limited and will be accepted on a first-come, first-served basis. Places will be confirmed by email. Please refer to cancellation terms on reservation form.

Nominations should be made by **Monday 13 December 2021**.

## **Further Information**

For further information please email Maureen O'Keefe [mokeefe@nereo.gov.uk](mailto:mokeefe@nereo.gov.uk) or telephone 0191 2495874.