

# London Mediators Day 2016

Saturday 8<sup>th</sup> October 2016

## Programme



- 09:15 Registration, delegate pack, refreshments
- 10:00 **John Allison**  
LCMC Chair  
*Welcome*
- 10:10 **Professor Elizabeth Stokoe**  
Professor of Social Interaction, Loughborough University  
*Communication barriers to mediation and how to avoid them*
- 10:40 **Aled Davies**  
Founder and CEO of MediatorAcademy.com  
*Conversations with Extraordinary Mediators*
- 11:10 Interval - Refreshments
- 11:30 **Susanne Curran**  
Executive Producer  
**Barnaby Peel**  
Series Producer/Director  
*BBC Two's Mr v Mrs: Call the Mediator*  
*Behind the Scenes*  
  
*Followed by discussion*
- 12:30 Lunch
- 13:30 Workshops - Session 1
- 14:45 Interval - Refreshments
- 15:05 Workshops - Session 2
- 16:20 **On the Spot** - Panel interviews and questions from the floor
- 16:55 Feedback and free raffle prize draw
- 17:00 Close

## **1 Community Mediation – pushing the boundaries**

This workshop presents a compelling argument for a creative and flexible approach to resolving conflict. How do we perceive ourselves as mediators and what are the limits?

Perhaps community mediators should step outside their comfort zone and the confines of the traditional mediator role, for example by:

- Involving enforcement agencies such as the police, anti-social behaviour units and noise team officers in joint mediation with parties in dispute
- Mediating between housing officers or police officers and people who have been the subject of complaint or allegations of anti-social behaviour
- Helping to tackle issues such as noise in a more practical and helpful way

This workshop will challenge the way some community mediators and their services view independence and impartiality.

Dave Walker MBE

Dave is the Coordinator at Southwark Mediation Centre. He has provided training for the police, community wardens, anti-social behaviour officers, primary and secondary school students, teachers and other community mediation centres. He has a great passion for his work which is reflected in the work carried out by his team who deliver cutting edge projects on hate crimes, youth mediation and anti-social behaviour.

## **2 Restorative Justice**

This interactive workshop will increase your awareness of restorative justice in action. It will examine:

- Restorative justice - how it works
- Differences between restorative justice and community mediation
- Restorative practice and the concept of reducing harm
- Benefits to the victim and the offender
- Recent developments in restorative justice

Martin Wright

Martin is a restorative justice consultant and a long-serving volunteer mediator at Lambeth Mediation Service. He has been a board member of the Restorative Justice Consortium and the European Forum for Restorative Justice, Policy Officer at Victim Support and Director of the Howard League for Penal Reform. He is the author of several publications on restorative justice and the rehabilitation of offenders.

### **3 Language in Conflict – Coded Meanings**

This workshop explains the concepts of modality, naming and negation and uses these concepts to explore coded meanings and their use in conflict situations and in conflict resolution.

Professor Lesley Jeffries

Lesley is a Professor of English Language at the University of Huddersfield. She has published books and articles on the relationship between language and ideology and has developed a framework for describing the meanings created in texts that influence readers.

### **4 Unconscious Bias**

Part of the mediator's role is to act impartially. Yet there is increasing evidence that unconscious biases can impact on behaviours and decisions, particularly when the person involved is tired or under stress. This workshop provides an introduction to unconscious bias and how it works. We will look at how this can impact on mediators and will identify strategies that can be put in place to minimise its potentially adverse effects.

Carey Haslam

Carey is a conflict consultant, providing training, facilitation and mediation to statutory and third sector organisations. She has been a mediator since 1992 and specialises in community, workplace and SEN disputes. As well as her independent practice, she mediates for Ealing Mediation Service and KIDS Mediation Service.

### **5 There's no Justice, Just Us – Peer Mediation at Bacon's College**

A group of mediators from Bacon's College will take you through how they work inside and outside the college. They will explain:

- How mediation and restorative justice have become part of day to day college life for students, staff and parents.
- The impact that peer mediation has had on the college and themselves
- Why the Bacon's College Mediation Project has won eleven awards locally, nationally and internationally and has been described as 'Outstanding' in Ofsted reports.

The Young Mediators

The young mediators delivering this workshop have been trained by Southwark Mediation Centre, which has been working in partnership with Bacon's College for more than 10 years.

## **6 Turning Points**

There is often a point in mediations where things change – often for the better, but not always so. This workshop considers what actions (taken by the mediators and by the parties) can bring about turning points in the process, and how to manage them positively.

The workshop encourages mediators to learn through reflection on their experiences. So please be prepared to share your experience and to learn from each other.

Anne Jones

Anne has been a mediator since 2001, first as a volunteer and employee at Southwark Mediation Centre, and then as the co-ordinator of Merton and Sutton Mediation for 9 years. She is now developing her own freelance practice in mediation, training, supervision and consultancy.

## **7 Mediator Supervision**

Why does supervision matter, and how can the supervisor and the mediator act to get the best out of the process? This workshop provides insights and guidance on:

- How to structure a supervision session
- Frameworks for delivery – in-house or external
- Models for peer, individual and group supervision
- How the purpose and outcomes of supervision impact on mediating skills.

John Gray

John is a freelance organisational consultant, executive coach and trainer with a background in creating and managing a community mediation service in York. He has run highly successful training courses for mediation supervisors for many years.

## **8 Language in Conflict – The Concept of ‘Face’**

This workshop explores the roles of the participants in the mediation process and the concept of ‘face’ as a means for understanding them.

Dr Jim O’Driscoll

Jim is a linguist specialising in sociolinguistics and pragmatics at the University of Huddersfield. His research interests are informed by experience of various languages, environments and situations. They include words and texts that appear to cause public offence.

### 9 Building a Successful Mediation Practice

How do you get business? Does the Field of Dreams approach work - build a baseball field and they will come? Are there any lessons to be learned from civil and commercial mediation - or is community mediation completely different? Is it a calling not a business? Does it matter? Are there general principles that apply?

This workshop will provide tips and ideas on:

- The 3 key questions that you have to ask yourself
- The 3 key questions that you have to ask your business
- The PEAR factors
- Why mediators are great at sales

Stephen Walker

Stephen is a highly experienced civil and commercial mediator and is visiting lecturer in mediation at Kings College, London University. Following a successful career as a litigation solicitor, he established his independent mediation practice in 2011 and has mediated over 400 cases.

He is the author of

- *Mediation Advocacy: Representing Clients in Mediation* (Bloomsbury 2015)
- *Setting Up in Business as a Mediator* (Bloomsbury 2016)
- *A-Z of Mediation* (Bloomsbury 2016)
- *Advising and Representing clients at Mediation* (Wildy 2013) with David Smith

### 10 Mediating the Workplace Bully

Bullying in the workplace has been described as an 'epidemic' and a number of popular publications and websites refer to the 'pathological personality traits' of bullies. However, how often do we see this type of language being used about other parties in a conflict? Is this profiling useful and can it harm the potential and the process of mediation? Focusing on the area of workplace mediation, this workshop will examine the problems of profiling bullies and how misguided perceptions of bullying can affect the capacity of those experiencing bullying to speak up and seek assistance through mediation. It will also explore best-practice in mediating workplace bullying disputes.

Tony Buon

Tony is a professional mediator, workplace psychologist, speaker and author. He is the managing partner at Buon Consultancy ([www.buon.net](http://www.buon.net)). Tony has taught at leading Universities in Australia and in the UK. He has been mediating for over 25 years. His latest book is *Communication Genius: 40 Insights from the Science of Communicating*.