

London Mediators Day – 2018

Workshop Programme



1. Nick Adlington:

What on earth is going on?

Understanding the variables that impact on mediation

As mediators, we know that every mediation process is unique. But do we really understand just how unique?

This workshop will use social psychologist Kurt Lewin's "Field Theory" as a lens to help investigate the variables that impact on a mediation. Together, we will discuss how we can influence these variables, and how to use this awareness to help achieve a successful outcome.

Please bring your own experiences from mediation and from life, to help shine a light on the topic.

Nick Adlington

Nick Adlington has 20 years' experience of complex negotiation and facilitation. He is an accredited civil & commercial and workplace mediator and has mediated over 130 disputes over the past three years. He regularly mediates on behalf of Wandsworth Mediation Service, supporting their inter-generational mediation programme, and is currently training as a gestalt psychotherapist

Nick runs his own mediation business:

<http://go-dialogue.co.uk>

He has lived and worked in Zimbabwe, Nepal and Canada and is dedicated to supporting growth and learning through the power of human relationships.



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2. Tony Buon:

Space Wars: Getting the room right for mediation

The effective use of space is often-overlooked in mediation, including community, workplace and family. Understanding the space requirements of people is a vital skill for mediators, because the wrong approach to space can create misinterpretations and communication problems. Further, being aware of the patterns of other cultures in connection with personal space and position can improve cross-cultural communication.

Some of the questions explored in this interactive workshop are:

- What are the 'best' ways to set up a mediation space?
- Does the position of the mediator(s) effect possible outcomes?
- To use or not-to-use a flip-chart?
- What is Proxemics, and why does it matter?
- Cultural issues and etiquette in setting up your mediation space

Tony Buon

Tony Buon is a psychologist, educator, and registered civil and workplace mediator with over thirty years' experience. He is an author with over 40 publications, including his recent book, *Communication Genius: 40 Insights from the Science of Communication* published by John Murry Learning.

Tony is the managing partner at Buon Consultancy www.buon.net

Previously, he has been a youth worker, journalist, addictions counsellor, researcher, academic, and a company director. He is a founder member of Mediation Awareness Group (MAG) which is responsible for organising and delivering Mediation Awareness Week



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3. Cressida Burnet

Mediation in family disputes

This workshop will demonstrate that mediation is a flexible skill and that family mediation, in its proper sense, is not confined to families going through separation and divorce but also addresses other areas of family conflict.

We will explore and discuss issues arising when mediating disputes between siblings, within family businesses, arrangements between children and extended family members, and living arrangements between older couples, either within their own home or within a family carer's home.

The workshop will also provide insights into areas where other professionals can assist the parties to arrive at workable solutions.

Cressida Burnet

After practising as a barrister at the Family Bar, Cressida Burnet trained as a family mediator in 2007 and subsequently as a commercial mediator. She is trained to interact with children within the mediation process as well as supervising other family mediators.

She now works exclusively as a mediator and also delivers family mediation training both in the UK and overseas: www.cressidaburnet.co.uk



She believes in delivering a bespoke service to clients and bringing in other professionals into the mediation to enable clients to move forward to considered and realistic proposals

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4. Charlotte Calkin and colleagues

Restorative Justice – How does it work?

This workshop will enact a realistic restorative justice session and will enable you to be a fly on the wall.

Charlotte and a co-facilitator will be assisted by volunteer actors. The process will be described and reviewed to set the scene and to describe how the process works,

There will also be plenty of scope for questions and answers and for discussion on how restorative justice works, what it achieves, and how it relates to the world of community mediation.

Charlotte Calkin

Charlotte Calkin trained as a restorative justice facilitator in 2010. She is accredited by the Restorative Justice Council as a restorative practitioner and is one of its 50 named restorative justice champions.

She is also a qualified to deliver accredited restorative justice training and delivers courses for the Restorative Justice Council on 'Working with Victims'. She has recently produced a film in joint collaboration with Why me? and the Restorative Justice Council, entitled 'Restorative Justice in Action', which is regularly used for training and awareness purposes.



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5. Irene Grindell

Mediation tools to upskill mediators

This workshop focusses on and helps to identify and develop some tried and trusted tools that can be relied upon in any situation, including:

- The PAC model – a practical application of transactional analysis
- The Cause and Effect exercise,
- The infamous Responsibility Ball.

You will also meet Sabrina - Possibly the worst mediation party ever, and Irene's greatest training tool.

Irene Grindell

Irene Grindell has mediated hundreds of cases over the past 19 years. She is also an experienced and highly qualified mediation trainer, delivering Open College Network accredited training.

After her initial training with Tower Hamlets Mediation Service in 1999 she became its first director in 2005, and subsequently trained as a workplace mediator and trainer in 2011.



She established Irene Grindell Resolutions Consultancy (IGRC) in 2014, where she delivers conflict coaching, mediation services and mediation training in the public and private sectors. She runs the Mediators Peer Group, the Tower Hamlets Mediation Project, and the newly-formed Greater London Mediation charity.

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6. Spenser Hilliard

“Cognitive Biases and Heuristics – What Mediators Need to Know About Neuroscience”

Heuristics are short-cuts of the brain. They are used subconsciously in order to speed up the decision-making process. The downside, however, is that they can cause systematic but predictable errors. These are cognitive biases and they often lead to people make poor decisions when under stress, such as during a mediation.

The last 20 years has seen a breakthrough in scientific and academic research that allows us to better understand this phenomenon.

In this workshop Spenser will:

- explain important aspects of the latest research;
- highlight and examine the cognitive biases that occur most frequently in mediation;
- make suggestions for mitigating the effect of these biases;
- suggest some further reading for those who are interested.

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Spenser Hilliard

Spenser Hilliard is a mediator, arbitrator and barrister at Field Court Chambers.

He is recognised internationally as a skilled and effective commercial mediator and mediation trainer. He has a special interest in the psychology behind the decision-making process, especially the effect of cognitive biases.

He has extensive mediation training experience in Eastern Europe and has taught advanced mediation skills in India and the Middle East on behalf of the Foreign Office and Ministry of Justice.



He is an Ambassador for the Archbishop Desmond Tutu Foundation UK and is chair of the charity Belief in Mediation and Arbitration (BIMA).