

MEDIATION SKILLS TRAINING 2016

A SIX DAY COURSE ACCREDITED THROUGH THE COLLEGE OF MEDIATORS

- PROFESSIONAL TRAINERS • TRAINING PACKS PROVIDED •
- 35 HOURS OF TRAINER CONTACT TIME, INCLUDING ASSESSMENT •

AIMS OF THE COURSE

- Explore what conflict means for people and enable them to understand and identify different responses to conflict
- Communicate clearly what mediation is and how it compares to other conflict resolution methods
- Build understanding of how people in dispute think, feel and behave, and how this contributes to the dispute
- Enhance participants' self awareness and self confidence
- Cover the whole mediation process
- Give people practice in using basic mediation skills
- Prepare people for mediating disputes
- Show how impartiality and empowerment work in practice through mediation
- Help people decide what is mediatable and what is not
- Enable participants to deal with conflict more effectively in general

COURSE OUTLINE

- Aims of course
- What is conflict?
- Helps and hindrances in conflict resolution
- The role of third parties in conflict
- What is mediation and how does it work?
- Understanding disputes and disputants: positions, interests and win/win solutions
- Introduction to role plays
- Mediation demonstration
- Observers feedback, discussion and questions
- Mediator skills and qualities
- Identifying the issues
- Listening for facts and feelings
- Active listening and summarising
- Reframing
- Exploring the issues (setting the agenda)
- Sorting the issues
- Co-mediating
- Assertive communication
- Enabling people to negotiate
- The future (building agreements)
- Creating options
- Assessing options

- Writing the agreement
- Setting the scene
- Getting started: welcome and ground rules
- Closure and follow up
- Putting it all together: introduction to joint meeting role plays
- Short mediation role plays
- Feedback and discussion
- Party visits explained
- In the know - explaining what mediation is about
- Contradictions and communication blockers
- Building rapport
- Do you inspire trust in other people?
- Getting the full story
- Encouraging people to mediate
- What next - tying up loose ends
- Impartiality
- Confidentiality
- Managing ourselves: hooks and triggers
- Looking at prejudice and discrimination
- Putting mediation into context: what it can and cannot do
- Problem solving
- Balancing power
- The use of separate meetings
- Shuttle (indirect) mediation
- Preparation for party visit role plays
- Party visit role plays
- Feedback and discussion
- Preparation for assessed joint meeting role plays
- Assessed joint meeting role plays
- Feedback and discussion
- Evaluation

ASSESSMENT AND CERTIFICATION

- On-going assessment and feedback throughout the course
- One-to-one with a trainer halfway through the course
- Daily reflective logs
- Some written exercises included in final assessment
- Telephone feedback from a trainer following the course
- Signposting to possible volunteering opportunities following the course to continue development as a mediator

LCMC Members are

Bromley Mediation Service
CALM (Hammersmith and Fulham)
Conflict and Change (Newham)

Croydon Community Mediation
Ealing Mediation Service
Lambeth Mediation Service

Southwark Mediation Centre
Wandsworth Mediation Service

