

Professional Workplace Mediation Skills Course

Part 1 - 22nd to 24th February 2012

Part 2 - 21st to 23rd March 2012

Barts Health and Wellness Centre, London, E1 2HA



A comprehensive, 6 day mediation training from one of the UK's leading providers,
Designed for individuals wishing to develop and offer professional level mediation
skills, as part of an internal mediation service or as independent practitioners.



in association with

ScotCoach

CiC professional mediation training in association with Scotcoach

CiC have joined forces with Scotcoach, one of the leading mediation training providers in the UK to offer six days of professional mediation skills training.

Created specifically for the workplace setting and utilising a blend of interactive role play, peer coaching and case-study based discussion, the course provides a comprehensive skills training for anyone wishing to gain competency in mediating workplace conflict — either as part of an internal mediation team or as an independent professional. The teaching style is highly experiential and encompasses elements of both a problem solving and transformative approach.

Trainer

The lead trainer is Tony Buon, the Managing Partner of Scotcoach. He is a qualified workplace mediator, workplace psychologist, Certified Employee Assistance Professional (CEAP) and Adjunct Lecturer at the Aberdeen Business School at the Robert Gordon University. He holds degrees in Psychology, Behavioural Sciences and Workplace Education and trains on mediation and conflict resolution throughout the UK, Europe and Central Asia.

Tony has consulted with some of the world's leading multinationals over the past 20 years including Halliburton, Diageo, American Express, McDonalds, 3M, DuPont, Coca Cola and Microsoft. He was also the senior consultant to the Sydney 2000 Olympic Games on conflict management and mediation.

Comments from previous participants:

"...one of the best training programmes I have ever attended!"

"I can't believe how much I learnt. As a qualified psychologist, I thought I knew it all, this course truly expanded my professional practice into uncharted waters"

"...the trainers were excellent and the individual coaching fantastic"

"This course will make me a better HR Manager, I have new skills I can use every day in dealing with managers and my internal clients"

The above are comments from previous Scotcoach (or sister organisation, Eastburn Partnership) mediation trainings.

Accreditation

This course has been accredited by the Mediators' Institute of Ireland (MII). The completion for this course allows participants to become an MII Associate Member.

Why Ireland? Simply put, there is no other accreditation of mediation training available in the UK. The Mediators' Institute of Ireland (the MII) is the professional association for mediators in the Republic of Ireland and Northern Ireland. When accreditation eventually happens in the UK (probably 2010-11) this course will be put forward for accreditation by whichever body is authorised to do so.

Participants will receive a Certificate in Professional Workplace Mediation Skills. This course is also eligible for 49 professional development hours (PDHs) through the International Employee Assistance Certification Commission (EACC) on application.

Entry requirements

This course is open to HR Professionals (CIPD Diploma or equivalent), qualified Welfare Officers, EAP Counsellors, CEAPs, Occupational Health Professionals or those who hold another relevant qualification in psychology, HR, counselling or conflict studies. Participants must also have a minimum of three years experience in a professional role and it is expected that participants already have highly developed communication skills. Those with existing 'certificate level' training in mediation (community, family) are also welcome to apply.

Why entry restrictions?

Over 20 years of conducting mediation training, Scotcoach have found that the entry requirements ensure participants have the basic skills required for mediation and are professionally compatible within the context of the interactive type of training and coaching offered. If you feel you don't qualify for entry due to your credentials, but would like to be considered, please contact us to have a confidential discussion about your eligibility.

Professional Mediation Skills Course Outline

6-day MII Accredited Course

The training comprises six sessions, each lasting seven hours, with a break between Part 1 and Part 2.

Each day starts at 9:15 and finish at 4:45

Part 1 - 22nd to 24th February 2012

Day One

- Introduction to mediation
- Models of mediation
- ScotCoach workplace mediation framework and the 7 stage process™
- Suitability for mediation
- Workplace mediation skills
- Introducing conflict
- Conflict mapping
- Conflict mode assessment

Day Two

- Review, outline
- Mediation video – Harvard professional mediator
- Confidentiality in mediation
- Stage 1 – pre-mediation
- Stage 1 – pre-mediation role plays
- Remaining impartial

Day Three

- Furniture and mediation room physical setup issues
- Stage 2 – mediation commences
- Controlling the process, directing the session, tone and connection
- Stage 3 – opening statements
- Role plays stages 2 and 3
- Using separate meetings and caucusing
- Mid-Course Evaluation

Part 2 - 21st to 23rd March 2012

Day Four

- Workplace Mediation Video
- Stage 4 – identify the issues
- Reframing skills
- Negotiation theory
- Stage 5 – negotiation
- Reality checking (WATNA)
- Brainstorming techniques
- Co-mediation issues
- Role plays stages 4 and 5

Day Five

- Issues in workplace mediation
- Blockages – moving disputants forward
- Role plays stages 4
- Role plays stages 5
- Elephants, icebergs and shadow self
- Groupthink and the Abilene Paradox (false consensus issues)

Day Six

- Stage 6 – reach agreement
- Role plays stage 6
- Stage 7 – follow up
- Role plays stage 7
- Mediator ethics
- CPD
- Bullying and harassment issues
- Assessment process
- Role-plays stages 3-5 (solo) – Coached mediations
- Course summary and evaluation
- Final issues
- Course evaluation

Professional Mediation Skills Course

London, 22nd to 24th February and 21st to 23rd March 2012



Please complete and send to:

Fax to: 020 7376 1914

Post to: CiC, 23 Kensington Square, London W8 5HN

Email to: timmy.kurtuldum@cic-eap.co.uk

Phone: 020 7937 6224

in association with

ScotCoach

Name:

Title:

Organisation:

Address:

Postcode:

Email:

Telephone:

Qualifications Held:

Method of payment (please tick)

Please note, a purchase order or payment is required to reserve a place on the course. Places are limited and will be allocated on a first come, first served basis.

- Please invoice (purchase order attached)
- Payment enclosed (cheque)

Payment Confirmation (please tick)

Full rate:

- Six day training course - discounted from £1,695.00 now only £750.00 + VAT

* the discount is available to organisations who have an existing contract with CiC.

The fee includes a comprehensive training manual, your text book, all lunches and refreshment breaks.

Cancellations: Substitutions (of suitable eligible persons) available at any time before course commences. A full refund is given for cancellations up to 31st January 2012. Cancellations made on or after the 1st February will result in a 75% cancellation charge being levied.