

MEDIATION SKILLS – 4 DAY PROGRAMME

Overview

In one sense mediation is no big deal. The need to mediate has been around for as long as people have been fighting and most of us pick up mediating skills from our everyday experiences.

Mediation as a conflict resolution strategy in organisational settings is a relatively new phenomenon. All too often interpersonal conflict, especially harassment cases go unattended or end up with costly investigations (time, money, resources and personal trauma). Mediation offers an alternative process (not instead) to conflict resolution, allowing parties to resolve problems and let go of their sense of grievance and mend broken relationships

Aim

The aim of this course is to cover the entire mediation process from first contact with the first party to closure and review. It aims to give participants a solid foundation in fundamental *Mediation Skills*, such as active listening, impartiality, rapport building with disputants, managing conflict and facilitating negotiation. 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, attitudes 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 the 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
- Identify where disputants can go if the decision is taken not to pursue mediation
- Monitor, de-brief and identify sources of supervision for personal development and support
- Promote equality of opportunity and deal with discriminatory and oppressive behaviour

Programme

Day 1

- Welcome & Introductions - Why I want to work with conflict?
- Ground rules/Codes of Conduct
- Myself and conflict - taking a constructive approach
- Understanding disputes and disputants
- How mediation works
- Key skills, attitudes and knowledge - A self assessment
- Active listening
- Building rapport

Day 2

- Review
- Positions and interests
- Mediation demonstration
- Mediation - Stage 1 - First contact first party
- Factors affecting perception, prejudice awareness
- Mediation - Stage 2 - First contact second par
- Dealing with aggression/denial

Day 3

- Review
- What next - possible outcomes to disputes
- Preparing for face to face disputes:-
 - Welcomes, introductions and ground rules
 - Uninterrupted time
 - Managing conflict
 - Reframing and neutral language
 - Identifying key facts and issues
 - Sorting the issues
 - Enabling feelings to be expressed
 - Agreeing the issues to be discussed
 - Generating options
 - Facilitation skills
 - Constructing an agreement
 - Closure

Day 4

- Review
- Full face to face mediation role plays

- De-briefing and preparation for self and peer group assessments
- Review
- Presentations of self-assessments and endorsement by peers
- The next steps and support mechanisms for mediators
- Review and closure

Delivery Style

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 exercises and there will also be case studies, discussions and tutor input.

Assessment Process

Poor help is worse than no help at all. The position of mediator is not one to be taken lightly. It is therefore recommended that there be an “assessment process” and this would take the form of a self, peer and tutor evaluation. This not only protects both disputants and would be mediators, but adds credibility to the position within the *Dignity at Work Policy*.

Course Tutor

Mel Thomas of Mel Thomas and Associates is an independent 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 organisational settings. He has trained Mediators for Greater Manchester Police, Lancashire County Council, Sefton Council, Warrington Council and West Yorkshire Police amongst others.

Course Details

Course	Mediation Training
Duration	4 days
No of delegates	12
Dates	28 th & 29 th June 2018 and 5 th & 6 th July 2018
Venue	Southport Clinical Education Centre

Criteria for applicants

You will be able to commit to undertaking a minimum of 3 mediation sessions across a 12 month period (if demand on the service requires it) as part of a wider mediation team. This amounts to approximately 1 day per mediation which will include preparation time and the actual mediation meeting. You will need to be able to commit to attend all aspects of the training.

Application Process

Complete the application form and return it to Debbie Baxter, HR Manager and Mediation Lead by 11th May 2018 via email debbiebaxter@nhs.net