

Steve Hindmarsh Ltd
TRAINING

Workplace Mediation Training

Core Mediation Skills

What is it about?

“Comprehensive, intense, well structured, well delivered. What made the course special was Steve’s experience and his passion for the subject matter. Over the years I have been fortunate to work for organisations who have cared about my development. As part of my development, I have attended many training courses, and I can say with all sincerity that I have never attended a course so expertly delivered. Your passion for the subject is infectious.”

Pat Kiely, HR Consultant (Certificate in Mediation Skills)

"Intensive, challenging, thought provoking, but highly responsive to individual and group needs. I did not lose focus once during 6 days of intense concentration – which is an indicator for me of how much I was fully engaged in the course and the process. This is the best course I have ever attended which I will attribute to Steve’s styles, skills and empathy. His responsiveness and language demonstrate a natural and gifted trainer.”

Gabrielle Ward, RCN ER Advisor, GMB workplace steward, training advocate (Certificate in Mediation Skills)

‘When people have a problem or disagreement, they want to talk and sort it out. Some of our natural ways of trying to achieve this work against us. We give people the skills and techniques to move people to mutual gains. Our approach encourages people to step back from formal procedures and work with each other to achieve win-win outcomes.’



Recognised Centre

Accredited Mediation
Training

What does this course offer?

This two day course offers a role, a structure and a process that can prevent, de-escalate and resolve interpersonal conflict in the workplace

- A model of mediation that focuses strongly on preserving and rebuilding working relationships
- A set of skills and strategies to deal with difficult conflict behaviours
- A structured, step by step process to move people forward
- The techniques to engage conflicting parties, facilitate people's co-operation, and support them in taking responsibility for their own problems and ultimately their own solutions

Who is it for?

For front line managers, team leaders, supervisors and HR advisors who want to nip conflict in the bud early and resolve disputes which may escalate into time consuming and costly conflicts.

- This course helps managers understand how conflict affects working relationships and supports them in looking below the surface to root out underlying issues and repair relationships.
- Strengthens informal options at an early stage to maximise the chances of resolution, rather than escalating issues through formal procedures.
- The course is designed to give managers confidence to resolve disputes between staff locally at their level.

Core Mediation Skills (2 day)

By the end of the programme participants will be able to

- Understand the principles, theory and concepts of mediation
- Know the importance of creating a safe environment for mediation
- Apply communication skills to build rapport with people in conflict
- Overcome resistance and engage people in a win/win approach to their conflict
- Demonstrate impartial practice within a two party conflict
- Manage and structure the mediation process
- Facilitate the co-operative participation of parties in conflict within mediation
- Assist people in conflict to achieve outcomes through the mediation process which jointly satisfy their needs and interests
- Understand when situations are not suitable for mediation

Quality

The course is restricted to eight delegates. This allows us to individually tailor attention and support to help you develop ownership of the mediator role. The course is accredited with the Open College Network Wales for Unit 1 'Understanding Mediation' of our Programme in Mediation Skills.

Your Trainer

Steve Hindmarsh has been training mediators on accredited courses for 10 years. Steve was formerly director of Wales' largest multi-mediation service. Steve has provided training for the civil service, the NHS, local authorities, the private sector, the criminal justice sector, and the voluntary sector. Steve is an independent mediator and trainer as well as an associate with Conflict Management Plus.

Course Materials

A delegate's workbook is provided. This pack includes structured learning materials to support private study. The assessment process and assessment criteria are detailed.

Delivery

Pre- course questionnaires allow us to adapt the content to your situation. The course is delivered in one run of 2 days. Post course study is required for the accreditation and structured learning materials and direct support are available.

How will I learn?

The trainer will introduce you to a range of models and theories that will help you understand how conflict affects people's behaviour, communication and thinking.

"I'm looking at situations at work very differently now."

"I'm thinking about a lot of past and current situations, and thinking about them differently, if only we had this approach then."

The trainer will demonstrate the skills, tools and techniques of a mediator. Key skills will be broken down and practised before being incorporated into a mediation meeting.

"I thought I was mediating before, but now I've realized the full scope of the role, very useful."

"These skills will be useful both in my role as a mediator, and in a whole range of situations as a manager."

The trainer will demonstrate stages of the mediation process. You will have a chance to work through the mediation process yourself. You will be coached at difficult stages of the mediation process. You will be given insightful and supportive feedback on your skills, qualities and learning as a mediator.

"One of the best courses I've been on in twenty years, if not the best."

Programme Outline

Day 1

- Conflict theory and behaviour
- Conflict management styles
- Mediation process, structure and principles
- Testing interpersonal skills in conflict settings
- Meeting the first party
- Building rapport with 'difficult' people in conflict
- Impartiality – challenges and strategies

Day 2

- Negotiation and conflict theory
- Resistance – engaging reluctant parties
- Meeting and engaging the second party
- Mediation's Win/Win approach to conflict
- Starting the joint mediation session
- Identifying the issues
- Facilitation - helping people work together and move forward
- Closure
- When to use mediation and when not

How to book

Call or email to request a booking form

Course Title Core Mediation Skills

Duration & Cost 2 days £550 + VAT

In house rate Please contact

Location Please see website

Dates Please see website

Contact Details 0800 028 3866

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