



BECOME A “CONFLICT-CONFIDENT” MEDIATOR

Catalyst Mediation Skills

This practical six-day skills course will provide you with an understanding of all aspects of mediation and enable you to develop a “green L plate” level of competence as a mediator with an appropriate certificate.

You will learn the skills and techniques of effective mediators in 3 enjoyable, interactive two day sessions and have the opportunity to consider your own ‘conflict style’.

Further practice opportunities are available through the Catalyst Mediation monthly CPD practice development programme of role-play and discussion.

Session Format

Each of the three two-day residential sessions is held on a Thursday and Friday, with a 2 week gap between each. The sessions are fully interactive, involving discussion, group activities, demonstrations and role-play in a supportive environment. Notes and course reading are provided for pre-reading and subsequent reference. There will be ample opportunity to ask questions about any topic.

Days 1 & 2 – Conflict, Communication and Negotiation

Day 1

- ✓ Conflict – how do we respond? Conflict theory, conflict scales, physiological impact and a personal assessment.
- ✓ Communication - introduction to good practice and active listening.
- ✓ Effective negotiation – theory and practice, the ‘Prisoners’ Dilemma’, Principled Negotiation.
- ✓ Skills Practice – negotiation and identifying interests.

Day 2

- ✓ Conflict – developing self-awareness, hooks and triggers exercise.
- ✓ Communication – open-ended questions and re-framing.
- ✓ Negotiation –the mediator as “3rd party” and a basic model of mediation.
- ✓ Skills practice – using a typical mediation scenario.

Days 3 & 4 – Paths to Resolution

Day 3

- ✓ Conflict and communication recap.
- ✓ **5 Stage** Model of mediation recap, the mediator as insider/outsider.
- ✓ **Stage 1**, Building Rapport, skills practice & feedback.
- ✓ **Stage 2**, Identify the Issues, skills practice & feedback.
- ✓ Summarising and re-framing.

Day 4

- ✓ Ethical Issues– impartiality, confidentiality, mediation and the law.
- ✓ **Stage 3** – Focus on interests, keeping control, and private sessions.
- ✓ **Stage 4** - Consider Options, “what if”, saving face, skills practice.
- ✓ Review and critique of mediation theories.

WHO WOULD BENEFIT?

People wishing to become mediators.

LEARNING OUTCOMES

By the end of this course you will have gained:

- ✓ Insight into how and why conflict emerges
- ✓ Self-awareness about your own approach to conflict
- ✓ New skills for defusing conflict
- ✓ An understanding of principled negotiation
- ✓ How mediation works in resolving disputes.
- ✓ The stages of a model of mediation.
- ✓ The skills to build a mediation practice.

COURSE DATES

2008: Sept 4/5th; Oct 2/3rd & 23/24th
2009: Feb 12/13th; Mar 5/6th & 26/27th

BUDGET

£3,000 (plus VAT), including course documentation, a personal video diary, accommodation and meals at the Hilton Dunkeld.

DISCOUNTS

Book 2 or more delegates onto the same course for a 10% discount. Plus pay 28 days before the course date or earlier, for a further 10% discount.

BOOKING FORM

Via Jeremy Scuse on
078 11 14 14 82

jeremy@catalystmediation.co.uk
www.catalystmediation.co.uk



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Notes

Days 5 & 6 – Assessment

Day5

- ✓ **Stage 5** – Recording agreements; best practice in recording outcomes and effective written communication.
- ✓ Mediation Recap – the values of mediation, plus mediation demonstration.
- ✓ Assessment – Ground rules for assessed role-play.
- ✓ **First assessed role-play.**
- ✓ Debrief, feedback and interim evaluation, including strengths and skills displayed, areas for improvement and suggestions for further development.

Day 6

- ✓ **Further assessed role-play.**
- ✓ Debrief, feedback and evaluation report, including strengths and skills displayed, areas for improvement, suggestions for further development.
- ✓ Personal action plan.
- ✓ Whole course feedback.

Course Material

During the course you will receive reading materials, including a copy of Getting to Yes by Roger Fisher and William Ury which describes principled negotiation (also referred to win-win negotiation), as a preferred alternative to positional bargaining. This book has become a negotiation best seller and has broadly influenced negotiation and mediation literature.

You will also receive podcasts covering specific topics as both reminders and “pre-session” thought provokers.

Course Mentors

During the periods between sessions you will have the opportunity to talk through any aspects of the course with an experienced mediator from the Catalyst Mediation panel. Any conversations with your mentor will be regarded as strictly confidential.

Certification

At the end of the assessment, if you have demonstrated the required understanding and skills, you will receive a Certificate of Competence. Should you wish to further develop your skills, ultimately this could be used towards a degree course in mediation.

