



It is important to read the following information before booking a place on this course. There are three pages.

Is Mediation For Me?

Our experience is that most people can become competent mediators – what varies is the time and effort they need to put into learning mediation skills and the degree of change they need to make in their style of interaction with other people. If you are used to working with people in another capacity, such as counselling, advice, guidance, or housing – this will help but it is not necessary.

If you can answer yes to the following questions, you are likely to enjoy and learn from mediation training:

- Do you enjoy meeting people who are different from you and may hold very different views?
- Are you interested in how other people see you, and how you come across to them?
- Do you enjoy working co-operatively rather than competitively?
- Are you interested in what motivates other people?
- Do you enjoy opportunities to discover more about yourself?

What Will Be Expected Of Me?

We aim to provide a safe and enjoyable atmosphere for learning. Our style is highly interactive and we use a lot of small group work, group discussion and role-play, as well as some written exercises. You will be assessed on whether you have successfully contributed to the course but it is important to put this in context. We are looking for evidence of your ability to learn and use basic mediation techniques and theory – we do not expect you to be skilled mediators!

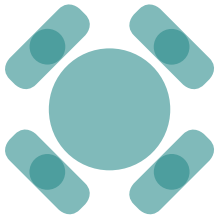
What we look for from you is the following:

- to attend and be on time for all five training days;
- to participate and be open-minded;
- to think about and discuss your own ways of dealing with conflict;
- to read the pre-course materials and complete the written exercises;
- to participate appropriately in the role-play exercises.

Course Objectives

The learning outcomes of the course are:

- to understand your own and others' responses to conflict;
- to recognise that there are different models and styles of mediation;
- to be aware of the ethics informing mediation practice;
- to appreciate the legal context in which mediation operates;
- to know how current legislation affects mediation practice;
- to understand the role of the mediator in different stages of the mediation process.



The Programme

Day 1 **Handling Conflict Constructively**

Welcome, introductions and course overview.
Conflict – what is it and where does it come from?
Responding to conflict – conflict management styles.
Key skills – engaging, listening, questioning and summarising.

Day 2 Re-visiting listening and what stops us listening.

Responding to similarity and difference.
Responding to conflict – defence mechanisms.
Positions and interests.
Using the skills to handle conflict constructively – consolidation of learning.
Feedback and evaluation of short course.

Home Learning Package for Mediators – to be completed before day 3

Knowledge unit with multiple choice questions on key subjects informing mediation practice.

Day 3 **Mediation Skills**

Course aims and methods of assessment.
Feedback on knowledge unit.
The role of the mediator.
Explaining mediation.
Getting the story.
Being impartial.
Maintaining confidentiality.
Agreeing to mediation and questioning motivation to mediate.

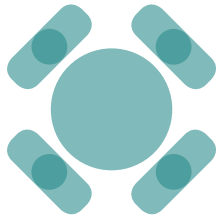
Day 4

DVD on mediation.
Introducing a meeting – ground rules and uninterrupted time.
Protecting uninterrupted time.
The mediator's role during the meeting – engaging with the speakers.
Building agreements.
Writing agreements.
Practice – mediating a meeting with two clients.
*Reflective questions to be handed in on day 5.

Day 5

Assessed mediation meetings – consolidating your learning with a complete run through with two clients.
Next steps in mediation.
Evaluation and closing.

If you have any special needs, please let the trainers know so that we can try to accommodate you.



Course Structure

Days 1 and 2 can be undertaken as a separate unit by anyone wanting to understand their own and others' responses to conflict and how and when to use conflict handling skills to defuse and re-direct conflict.

The trainers are there to help you and the course is designed to produce opportunities for you to learn from:

- written information: pre-course information, the workbook and the exercise;
- discussion: in pair work, small groups and large group discussions;
- practical exercises taking through each stage of the mediation process;
- written work: the opportunity to reflect on key aspects of mediation practice;
- role-play: taking on the role of client, observer and mediator allows you to appreciate the input of all the parties.

Participants are required to attend and complete the whole course.

Assessment Procedure

This course is continually assessed by experienced trainers. It is designed to meet the requirements of the standards of the Scottish Community Mediation Network and participants who are assessed as having successfully completed the course are awarded a certificate. This training also meets the initial training requirements of the Scottish Mediation Network.

Assessment is based on the following:

- I. an individual's participation throughout the course;
- II. a personal reflective statement;
- III. submission from exercises carried out on home learning day;
- IV. an assessed role-play of a mediation meeting on day 5.

Participants are expected to demonstrate the qualities required to be an effective mediator. You will need to be able to:

- listen well and attend to what is being said;
- check out your understanding and others' understanding of what is said/heard;
- ask appropriate open/closed questions at an appropriate time and in an appropriate manner;
- summarise facts and feelings;
- rephrase and re-frame statements;
- explore statements and meanings;
- challenge inappropriate statements and behaviour;
- identify positions and explore underlying interests;
- identify and reflect common ground;
- discuss and agree ways forward;
- manage power imbalances;
- draft a sustainable agreement;
- reflect on your own and others' performance;
- provide feedback demonstrating self-awareness of what worked and what could/should have been done differently.