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# Course Factsheet



This interactive, practical two-day course is intended to help learners develop new ways to handle conflict constructively. We aim to provide a safe and enjoyable atmosphere for learners.

Through discussion and role play, learners are given the opportunity to bring their own experiences to the course, learning when and how to use skills learnt and given time to practice in pairs and small groups.

The course is presented by experienced mediators who regularly work with neighbour disputes and who run a programme of mediation skills training events throughout the year.

*“Really enjoyed the course and can take a lot from it”*

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## Objectives

On completion of this programme of study the learner will gain:

- > An understanding of different sources of conflict and the different ways people deal with it;
- > An understanding of how you deal with conflict personally in different situations;
- > Skills in helping people identify what they need to make conflict situations better;
- > Skills in helping people find constructive ways to minimise or resolve conflict.

The course forms the foundation module for our five-day mediation skills course, which is delivered to housing associations, local authorities, public and private organisations throughout Scotland. Community wardens, concierge staff and enforcement teams will find this course particularly useful.

For more information on courses and booking, please contact:

E-mail: [infoscmmc@sacro.org.uk](mailto:infoscmmc@sacro.org.uk)

Website: [www.scmc.sacro.org.uk](http://www.scmc.sacro.org.uk)



SCOTTISH COMMUNITY  
MEDIATION CENTRE

**sacro**

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## **Fees and dates**

This course is run several times a year in Glasgow and Edinburgh. The course fee is £250 per person.

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## **Who is it for?**

This course is designed for those who want to develop their ability to handle conflict more effectively. It uses specific techniques to engage with people in disagreement to discover the causes of the current conflict and ways to resolve it. There are no entry requirements. This course is not assessed.

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## **Learning outcomes**

The aims of the course are to:

- > Increase your awareness of what is happening in a conflict situation;
- > Share your experience and build on your existing conflict handling skills;
- > Practise skills in a relaxed atmosphere and get feedback on what worked;
- > Gain confidence in your ability to handle conflict in a constructive way.

More information is available in the course descriptor. Contact us for a copy.

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## **Booking and terms & conditions**

Places are booked through completion of a booking form together with payment of course fee. A booking form can be obtained by e-mail.

*For cancellations and transfers: see website for information.*



*"I'm absolutely sure I'll use much of what I've learned over the last two days in both my professional and personal life"*

*"Enjoyable two days. Learnt a lot"*

The Scottish Community Mediation Centre was founded in 1999 and has provided mediation and conflict resolution training to over 1,000 learners since 2000. The Centre is managed by Sacro, a Scottish charity which works to create safer and more cohesive communities across Scotland.