
Course Factsheet

In this interactive, practical course learners are taken through the whole mediation process; from first contact with the service to closing a case.

The mediator's role is explained and practised. The course programme includes exploring mediation as an option, preparing clients for joint meetings and handling difficult behaviour at a meeting.

This is an assessed course, recognised by Scottish Mediation and successful learners receive a certificate.



Objectives

By the end of the course you can expect to:

- > Understand your own and others' responses to conflict;
- > Recognise that there are different models and styles of mediation;
- > Be aware of the ethics informing mediation practice;
- > Appreciate the legal context in which mediation operates;
- > Understand the role of the mediator in different stages of the mediation process.

We aim to provide a safe and enjoyable atmosphere for learning. Our style is highly interactive and we use small group work, group discussion and role-play, as well as some written exercises.

Fees and dates

This course is run several times a year in Glasgow and Edinburgh. The course fee is £600 per person. See website for future dates.

"I generally found the coursework very enjoyable and found everything very useful. The trainers were excellent and made me feel at ease."

"Very useful course which has a great balance of theory and practice."

For more information on courses and booking, please contact:

E-mail: infoscmc@sacro.org.uk

Website: www.scmc.sacro.org.uk



Who is it for?

This course is designed for those interested in learning the skills in carrying out mediation sessions and is open to anyone. Our experience is that most people can become competent mediators. 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. There are no entry requirements.

Benefits

The course is credit rated by Napier University at SCQF level 6.

By the end of the course it is expected you will have learnt to:

- > Apply appropriate empathy with clients;
 - > Demonstrate an understanding of the theories underpinning the mediation process;
 - > Work with a range of practical skills in mediation including advanced questioning techniques;
 - > Demonstrate the role of the mediator at different stages of the process and evaluate your own performance.
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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.

Days one and two 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. See also our *Handling Conflict Constructively* course.

For cancellations and transfers: see website for information.



"This course was pitched perfectly at an appropriate pace and in a safe environment"

"I have worked in a local authority setting for 27 years and this is easily the most interesting, organised, structure and well delivered course I have been on."

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.