



Mediation
Northern Ireland

MEDIATION THEORY & PRACTICE

Eight day programme

Train as a mediator so you can help people with their disputes and become more confident in responding to conflict.



MEDIATION THEORY & PRACTICE

Do you want to develop skills to help people with their disputes?
Would you like to be more confident in how to respond to conflict?

By training with us in mediation you will gain an understanding of conflict and associated behaviour and learn to apply strategies to conflict situations. You will understand the role of the mediator in conflict, the objectives of the initial assessment and case development and develop skills for assessing conflict situations. The philosophical and ethical dimensions to conflict intervention are also covered. Finally, the process of mediation in a two-party dispute is taught along with extensive opportunities to practice the skills through in-classrole-plays.

Who should attend?

The programme is aimed at staff, leaders & managers, and HR professionals of all levels who want to take their first steps to becoming a formally trained mediator. There are no prerequisites for this programme.

Course aim

Mediation Theory & Practice introduces participants to a mediation process for use in two-party disputes and constructive relationship building.

Learning outcomes

Participants will work towards achieving the following learning outcomes:



Understanding the anatomy of conflict



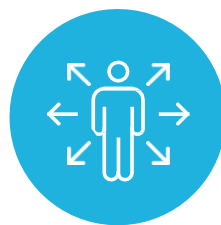
Understanding the principles and practice of mediation



Understanding how, when, why and where to use mediation



Knowledge, understanding and practice of the 6 stage mediation model



Experience practical mediation simulations



Understanding of mediation referral and administration systems necessary to offer a mediation service



CPD accreditation

As an accredited CPD training course the learning activity has reached the required Continuing Professional Development standards and benchmarks. The learning value has been scrutinised to ensure integrity and quality. The CPD Certification Service provides recognised independent CPD accreditation compatible with global CPD requirements.



OCN NI accreditation

Participants gain a formal qualification Mediation Theory & Practice, at OCN Level 3. This is based on worksheets completed during the course; and an assessment of practice skills

In order to receive these accreditations, participants must attend at least 85% of the training sessions.



Programme Overview

1-day Workplace Conflict Resolution Skills

1-day Dealing with Difficult Conversations

3-day Immersive Conflict Resolution Practice

Further information available at <https://mediationni.org/training/#upcoming>

Other Services Available

Bespoke Training Solutions

Workplace Mediation

Conflict Coaching

Further information available at <https://mediationni.org/services/>



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To find out more visit
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Helping you handle conflict better