

Accredited Foundation Training Programme in Workplace Mediation Skills

This 5-day programme covers all aspects of the learning required to start practising as a workplace mediator. The training can be provided in-house as part of setting up an in-house mediation scheme. Ideal delegate numbers are between 6-12 delegates.

The programme is accredited with OCN London. You receive an OCN London credit certificate for your achievements. You will also receive Resolution at Work's Certificate in Workplace Mediation. Successful participants will gain awards of credits for units one and two. Each unit carries three credits at Level Three.

The programme includes 40 hours of contact time and around 20 hours of private study time.

By the end of the programme learners will be able to:

- Undertake initial meetings with each party in dispute
- Understand the dynamics of typical behaviour of those in conflict
- Use a range of communication skills effectively
- Conduct structured round table mediation sessions
- Manage various blocks to conflict resolution
- Act impartially, non-judgementally, and without discrimination
- Work effectively in partnership with a co-mediator.

Additionally, participants will have had the opportunity to develop skills and techniques that will have applications in all aspects of their work.

Delivery

A mix of lecturing, experiential learning and use of case studies. The training is lead by experienced and practising mediators.