

Accredited Foundation in Workplace Mediation Skills Training Programme

Overview

Run over five days, the programme covers all aspects of the learning required to start practising as a workplace mediator. Each participant will have the opportunity for plenty of skills practice and feedback.

The programme is accredited with OCN London and successful participants will receive a Certificate in Workplace Mediation. The programme includes 40 hours of contact time and around 20 hours of private study time.

Learning objectives

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.

Assessment

Unit One relates to your interpersonal communication as a mediator.

Unit Two relates to you carrying out mediation sessions between the parties.

At the end of the training programme, you will be eligible for awards of credits for Units One and Two. Each unit carries 3 credits at Level Three.

Assessment decisions are made by the trainer and are based on:

- Observations of your abilities in learning activities during the training programme.
- Observations of your practical skills during an assessed mediation role play.
- Your self-reflection in your learning log throughout the programme.
- Your written replies to short-answer questions set for your private study time.

Delivery

One trainer will work with the group throughout the programme.

You will have the opportunity to work with other participants in small group work.

Trainers

Alison Love - Alison is an accredited workplace and employment mediator. Alison has over 30 years practical experience as an HR practitioner, employment lawyer and business leader prior to setting up her mediation services business 10 years ago. Having witnessed first-hand the limitations of the legal process and the benefits and power of mediation, Alison became more and more convinced that workplace mediation and conflict management provide a better way to resolve conflict in the workplace for the benefit of both business and the individuals concerned; a real win-win.

Alison specialises in workplace mediation, conflict coaching and associated training and has acted as an independent mediator in a number of workplace disputes in a variety of sectors and including both individual and team mediations. Alison's experience and skills gained as an HR practitioner, employment lawyer and business leader combined with her skills as a mediator brings unique experience in understanding the dynamics of workplace issues, the consequences of not resolving conflict and an ability to facilitate parties in identifying solutions.