

Conflict Resolution Training

Conflict in the workplace is not only destructive but causes low morale which is not in the interests of either employers or employees. Managers who find it difficult to handle conflict are prone to stress. No one is born knowing how to resolve conflict but Alliance Mediation Management Ltd Mediation Skills courses are designed to teach staff how to deal with conflict and enable resolution through mediation.

Mediation has been shown to be most effective in resolving disputes where:

- *Confidentiality needs to be maintained*
- *Ongoing relationships are important*
- *A win-win resolution is needed*
- *A rapid outcome is preferred*
- *Negotiation is preferred to litigation*

Mediation Skills - Foundation Course

Unit One – Communication Skills within the Mediation Process

Unit Two – Conducting an Initial Meeting and Managing a Shuttle Mediation Session

Externally accredited and moderated by NCFE (www.ncfe.org.uk)

This course is accredited and moderated by NCFE who are recognised as an awarding body by The Qualifications and Curriculum Authority (QCA) in England, the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland, and the Qualifications, Curriculum and Assessment Authority for Wales (DELLS) www.ncfe.org.uk.

Aims of this course:

- To cover the entire mediation process from first contact with first party to closure and review. Students will have basic understandings of the mediation process
- Students will be able to explain the basic skills of mediation with regard to active listening, impartiality, and building rapport with disputants, managing conflict and facilitating negotiation.
- To develop an understanding of mediators' own responses to conflict and be able to confidently can manage their own feelings and assumptions and interact constructively with disputants.
- To develop an awareness of and specify the practical tasks associated with working as a mediator.
- Will be able to understand disputes and disputing behaviour.
- Students will increase their awareness and be able to address issues of equal of opportunity at all stages.

Duration:

It is recommended that these two units are run together. These units include 40 hours of Guided Learning delivered over 6 days. Format can be arranged to suit client needs

The course is practical based and requires active participation from students and will be oriented around real-life scenarios. There is a requirement to complete 'homework' after each session in the form of a Personal Journal expression your personal observations, reflections and learning together with a Learning Assessment Record. There are also twenty questions to be completed by the end of the course.

Your trainers for this course are:

Peggy J Nicholls (Lead trainer and assessor)

Peggy has been involved in mediation since 1999 as a mediator and manager of Broxtowe Borough Mediation Service (BBMS) till May 2005 when she joined PjAssociates as a mediator and trainer. She achieved competent mediator status in March 2003 and was the named supervisor for BBMS. Peggy has experience of teaching NOCN Community Mediation Skills and has City & Guilds Further & Adult Education Teachers' Certificate 7307/03. She also holds an enhanced Criminal Record Bureau certificate. Peggy has been with Alliance Mediation Management since the 1st July 2006

You can e-mail Peggy on peggy@alliancemediation.co.uk

Jennifer A Hill

Jennie has been involved in mediation since 2002 and has completed the National Open College Network (NOCN) Community Mediation Skills Course, units 1, 2b and 5. She is working towards mediation competency. She is not a qualified trainer but works as an assistant and utilizes her acting skills when taking part in mediation practise element of the course.

The **Mediation Skills Foundation course** uses case studies, simulations, group exercises, demonstrations and role-plays to address:

- **Conflict, culture and mediation**
- **How Mediation Works**
- **Personal Skills and Qualities of a Mediator**
- **What Mediation Can / Cannot Do**
- **Active Listening, Building Rapport**
- **How to deal with difficult Behaviour**
- **How to set up, manage and run a mediation session**

Interested in this course? Then contact Peggy Nicholls at 0115 971 8129 or email her at peggy@alliancemediation.co.uk