

- *Would it be beneficial if your school could resolve upsets / conflicts between pupils and between pupils and staff in an informal, amicable way.*
- *Would your school benefit from having some mediator trained pupils and teachers?*

If so, our courses introduce Mediation in interactive, fun, practical sessions. With an understanding of the basic concepts, the course gives participants a chance to try the process for themselves in role plays, practicing the techniques in a supported environment. By the end of the course participants will be able to conduct sessions, at least in pairs.

The Course Includes...

- Why conflict occurs and its costs and benefits
- The ways we deal with conflict
- Why are needs so important in conflict? – working out what they are, and telling people about your own
- The importance of listening to and understanding both sides of a story
- The importance of empathy in developing trust
- Talking to people about their disagreements
- Issues, Interests & Proposals - their role in resolving disputes
- The Mediation process and principles
- Facilitating a (sometimes difficult) conversation to rebuild relationships, repair harm and create meaningful change
- Using needs to negotiate lasting, mutually acceptable agreements

Course delivery

We would aim to deliver courses in a way that fitted around a school timetable. Sessions include workshops, games to demonstrate concepts, and role plays to put it all into practice.

About us...

Community Accord is a mediation service based in Bradford, established in 2003. Our training is based on our experience delivering mediation in education, neighbour and workplace settings.

For more information... Call: 01274 223313, or Email: info@communityaccord.com

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