

Mediation Skills 5 Day Accredited Training

- Interested in empowering people to resolve conflict using Mediation?
- Want to learn the skills to take your career to another level?

This is a 5 day 40 hour CERTA accredited course. **NEXT COURSE on February 2020.**

By the end of the 5 day course, participants will learn:

- The common reasons for Conflict – Causes, Costs and Benefits
- Strategies for meeting needs (BATNA)
- Why Conflict escalates
- Issues, Interests and Proposals
- The key concepts of mediation
- How to successfully encourage parties to participate in Mediation
- Structure an effective face-to-face mediation session
- Use effective communication skills to build rapport and identify interests.
- Deal with strong emotions in a joint mediation session.

To achieve the accreditation participants will:

- Take part in a Case Assessment role play and review the skills and processes used
- Understand how to write an agenda
- Practice the skills of reframing and reflecting.
- Understand the structure and stages of the joint session and take part in a practice role play.
- Practice keeping focus and momentum in joint mediation sessions until all issues have been covered and all possible agreements have been reached.

All our trainers are practicing mediators. Their day to day experience and practice actively informs the content and execution of our training for diverse groups of adult learners.

We provide training to level 3 accreditation (equivalent to an NVQ Level 3 qualification).

Course format...

The courses are delivered using a varied mix of formats: information sessions, discussions and games to demonstrate concepts and opportunities to put it all into practice.

About us...

Community Accord is an expert Mediation Service based in Bradford and working nationally delivering Mediation and Disagreement Resolution. Our training is based on our experience delivering SEND, Neighbourhood, Workplace and Family mediation. We deliver SEND Mediation for a number of different local authorities and bring our comprehensive knowledge and practical experience to our training.

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