

- *Are you looking for effective ways to resolve conflict in your life?*
- *Are you interested in helping people find solutions to their disagreements?*

The Course

This course introduces the theory and practice of resolving disagreements effectively and goes on to introduce Mediation, with an opportunity in the 3-day course to put it into practice.

Objectives

- You will increase your understanding of conflict
- Learn key skills involved in resolving disagreements informally
- Learn about the principles and process of Mediation
- Have a first go at trying Mediation (3 day)

The Course Includes...

- An understanding of conflict, why it arises and its costs and benefits
- The role of listening and effectively communicating in situations of disagreement
- Creating the right environment for a difficult conversation
- Negotiation and finding win – win solutions
- The role of a mediator assisting difficult conversations and facilitating negotiation

Course Format

The courses are delivered using a varied mix of formats – information giving sessions and workshops; games to demonstrate concepts; and a chance to put theory into practice.

About Us

Community Accord is a mediation service based in Bradford, established in 2003. We began life as a community neighbourhood mediation service and our training is based on working with people in disagreement on a day-to-day basis. We deliver mediation in a variety of different settings, working with individuals, housing associations, local authorities, health services and in workplaces.

For more information...

Call us on: 01274 223313; or Email: info@communityaccord.com