

# ChangeMaker

TRAINING AND RESOLUTION SERVICES

## MEDIATION TRAINING BROCHURE



# Accredited Mediation Foundation course in Interpersonal Mediation

Thank you for your interest in **ChangeMaker Training and Resolution Services** Foundation Mediator Training\* and for considering taking the journey of developing your skills in conflict resolution with us.

**ChangeMaker Training & Resolution Services** delivers a range of training programmes in conflict resolution skills and mediation. Our training team is made up of a diverse team of qualified and experienced mediators who have extensive experience of delivering training and also supporting newly qualified mediators.

We are based in **Luton, Bedfordshire** and deliver our services locally and nationally, in person, by remote online learning, and as a hybrid model.

\*Accredited by the College of Mediators



We are focused on integrity and continual quality improvement and striving for **excellence**. Our team has a wide range of experience gained from vocational, education, social care, business and management backgrounds.

We are committed to inclusion and accessibility and endeavour to ensure that our services benefit a wide range of people endeavouring to ensure that all participants have the opportunity to engage with our training effectively.

Whatever your background, we hope that this course will open your eyes to new perspectives, challenges and, of course, the development of practical skills. Wherever your mediation journey takes you, we are sure that you will never look at the conflict in quite the same way again.

We hope this short handbook will answer some of the questions you might have, but if you require further information, or wish to discuss any aspects of the course, please don't hesitate to contact us at: [office@changemakerllp.co.uk](mailto:office@changemakerllp.co.uk)

**We look forward to working with you and being part of your journey.**



# Course Overview

## Delivery of the course is via:

- Pre-course activities
- Trainer presentations
- Discussions, interactive exercises, small practice groups and mediation skills practice.
- Reflective learning which includes the completion of a course portfolio.

## Formal assessment

- 100% attendance is required. The whole course must be completed, including the course portfolio, in order for you to successfully finish the course.

## Welcome!

Mediation is a **dynamic** and **confidential** process designed to help to resolve personal and professional disputes using a neutral third party to facilitate mutual agreements.

## Aims and Objectives of the Course

We are committed to providing an inventive learning experience that will help our trainees become trained mediators who are ready to start working in the field of dispute resolution.

The course is geared towards those with an interest in developing:

- Effective communication skills
- Awareness of conflict and responses to it
- An ability to facilitate and manage a mediation process
- An ability to empower others to settle their disputes effectively
- The ability to apply the highest standard of ethical practice

## What to Expect:

Working with experienced, dedicated and skilled mediators and trainers, our trainees will receive teaching, in all aspects of the mediation process, through a variety of practical, interactive and engaging approaches.

Our course is accredited by the **College of Mediators** as meeting the requirements for a 'trained mediator' and takes place over five (5) days - with pre and post course support.

The course content includes:

- The aims and principles of mediation
- The skills and qualities of a Mediator
- Understanding the impact of conflict
- Where it is appropriate to use mediation
- How to manage mediation cases successfully
- How to develop as a mediator once your training has ended.
- Trainee assessment through skills practice, exercises and a written assignment

**The course is delivered online or/and in person.**



# Course Outline

## Daily Outline

### Day 1:

- Mediator Self-Awareness and Development
- Understanding the Mediation Process

### Day 2:

- Understanding the Mediation Process
- Developing Mediation Skills

### Day 3:

- Developing Mediation Skills
- Putting Mediation into Practice

### Day 4:

- Putting Mediation into Practice

### Day 5:

- Putting Mediation into Practice
- Next steps in mediation

## Portfolio Assessment

The Portfolio consists of questions and reflections on each day of the course. There is also a final reflective piece. The expectation is that the trainee submits the portfolio within 30 days of the end of the course.

Written feedback is given to each trainee with regard to both their assessed skills practice and their portfolio

# Pre-Course Activity

## Handout 1

## Conflict Management Styles Assessment

Please **CIRCLE ONE** response that best describes you. Be honest, this survey is designed to help you learn about your conflict management style. There are no right or wrong answers!

Name \_\_\_\_\_

Date \_\_\_\_\_

	Rarely	Sometimes	Often	Always
1. I discuss issues with others to try to find solutions that meet everyone's needs.	1	2	3	4
2. I try to negotiate and use a give-and-take approach to problem situations.	1	2	3	4
3. I try to meet the expectations of others.	1	2	3	4
4. I would argue my case and insist on the advantages of my point of view.	1	2	3	4
5. When there is a disagreement, I gather as much information as I can and keep the lines of communication open.	1	2	3	4
6. When I find myself in an argument, I usually say very little and try to leave as soon as possible.	1	2	3	4
7. I try to see conflicts from both sides. What do I need? What does the other person need? What are the issues involved?	1	2	3	4
8. I prefer to compromise when solving problems and just move on.	1	2	3	4
9. I find conflicts exhilarating; I enjoy the battle of wits that usually follows.	1	2	3	4
10. Being in a disagreement with other people makes me feel uncomfortable and anxious.	1	2	3	4
11. I try to meet the wishes of my friends and family.	1	2	3	4
12. I can figure out what needs to be done and I am usually right.	1	2	3	4
13. To break deadlocks, I would meet people halfway.	1	2	3	4
14. I may not get what I want but it's a small price to pay for keeping the peace.	1	2	3	4
15. I avoid hard feelings by keeping my disagreements with others to myself.	1	2	3	4

Source: Reginald (Reg) Adkins, Ph.D., Elemental Truths. <http://elementaltruths.blogspot.com/2006/11/conflict-management-quiz.html>

# Training Outline

## Day 1: Mediator self-awareness and development

### Learning objectives and outcomes

By the end of the day trainees should have:

- Explored both their own and other people's responses to conflict and how this can effect mediation.
- Discussed prejudices, judgements and assumptions and look at ways to reduce the impact of them in mediation.
- Understood the principles of mediation

## Day 3: Developing Mediation Skills

### Learning objectives and outcomes

By the end of the day trainees should:

- Have considered and practiced communication tools in mediation
- Understand the difference between a position and an interest
- Understand how to generate options and build agreements in mediation
- Explored ways of managing difficult situations in mediation

## Day 4: Skills Practice

### Learning objectives and outcomes

By the end of the day trainees should have;

- Discussed Power and empowerment in mediation
- Completed an assessed role play of a party preparation meeting
- Completed an assessed role play of a joint meeting
- Understood the value of de-briefing after a mediation

## Day 2: Understanding the Mediation Process

### Learning objectives and outcomes

By the end of the day trainees should understand;

- The aims of mediation
- The stages of mediation
- How to conduct individual preparation and joint party meetings
- The purpose of indirect mediation
- Barriers to effective communication



## Day 5: Themes and Development in Mediation

### Learning objectives and outcomes

By the end of the day trainees should have;

- Completed a 2nd role play as a mediator
- Explored the challenges and benefits of being a solo mediator
- Discussed safety in mediation
- Understood the importance of supervision and reflective practice for mediators
- Discussed the benefits of a membership organisation
- Understood the value of a code of practice in mediation

**At the end of the course each trainee will complete the course portfolio to demonstrate their learning**



# Testimonials

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The course has had an impact on me, helping me grow as an individual and fostering relationships with both my partner and friends. It's given me skills that do not only enhance self-awareness but also enable me to navigate emotions and understand others feelings in a positive manner. I genuinely enjoyed every aspect of the course, especially putting together my portfolio.

**Trainee - Hybrid Foundation Mediation Course  
November 2023**

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"I immensely enjoyed the training you provided, and quite often catch myself reflecting on it!"

**Trainee - Online Foundation Mediation Course  
April 2022**

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"This is one of the best instructor led courses I have done for years, the instructors clearly knew their subject well and made what could have been a difficult course very easy to understand.

I would highly recommend the team!"  
**Trainee - Online Foundation Mediation Course  
June 2021**

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"The knowledge and experience of the trainers was evident and they modelled effective communication skills.  
Their turn of phrases for mediation and mindset was useful in where to place the role of a mediator.

Their use of zoom worked well for an intensive course, it was a good mix of breakout rooms, reflection and I felt we were all listened to and encouraged to participate.."

**Trainee - Online Foundation Mediation Course January 2021**

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"Really enjoyed undertaking the course. I felt the pace was just right and the facilitators were informative but also interactive which enabled me to stay fully focused throughout with the various facilitation styles used"

**Trainee - Online Foundation Mediation Course.  
July 2020"**

# To register your interest in any of our courses



GIVE US A CALL:  
**01582 935 205**



SEND US AN EMAIL:  
**OFFICE@CHANGEMAKERLLP.CO.UK**



VISIT OUR WEBSITE:  
**<https://www.changemakerllp.co.uk/contact.html>**



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