



TRAINING AND RESOLUTION SERVICES

2 Day Mediation Skills Course

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.

This course has been created out of our accredited **College of Mediators** Foundation mediation training and aims to equip participants with the skills to facilitate **informal conflict resolution** using mediation skills.

Aims and Objectives of the Course

We are committed to providing an inventive learning experience that will give our participants the tools to begin supporting people through informal mediation

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

- An understanding of conflict and the ways in which people respond to it
- Effective communication skills when dealing with conflict
- An ability to empower others to settle their disputes effectively
- An ability to facilitate and manage an informal mediation process



ChangeMaker Training & Resolution Services deliver 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

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

Learn how to change conflict into constructive, meaningful conversations

Course Outline

The course will focus on

Understanding what Conflict Resolution is

- Principles of conflict resolution
- Difference between formal and informal support

Understanding the different ways people deal with difficulties or conflict

- Conflict styles
- Drama

Communication skills that support others to resolve conflict

- Using different methods of communication to support others

Practical conflict resolution skills

- Supporting people to engage in informal conflict resolution
- Facilitating informal conflict resolution meetings

To register your interest in any of our courses



GIVE US A CALL:
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VISIT OUR WEBSITE:
<https://www.changemakerllp.co.uk/contact.html>