

Online Mediation Skills Course

Summary

This course takes participants through all stages of the theory and practice of the mediation process. It consists of 30 hours of direct training over 10 modules plus a further 5 hours of course work and self-directed study. Participants are assessed and, if successful, receive a certificate.

The course is equivalent to SCQF level 6 and is accredited by Scottish Mediation. Sacro has been delivering the Mediation Skills course for over 20 years both in the UK and internationally, and feedback from participants has consistently been extremely positive.

Is Mediation for Me?

Our experience is that most people can become competent mediators – what varies is the time and effort they need to put into learning mediation skills, and the degree of change they need to make in their style of interaction with other people. If you are used to working with people in another capacity, such as counselling, advice, guidance, or housing this will help, but it is not necessary.

What Will Be Expected of Me?

We aim to provide a safe and enjoyable atmosphere for learning. Our style is highly interactive, and we use a lot of small group work, group discussion and role-play, as well as some written exercises. You will be assessed on whether you have successfully contributed to the course, but it is important to put this in context. We are looking for evidence of your ability to learn and use basic mediation techniques and theory – we do not expect you to be skilled mediators! Specific requirements are as follows:

- You attend and participate fully for all 10 online modules;
- You carry out self-directed study and reading as required;
- You complete the set written exercises within the timescales.

Course Objectives

By the end of the course you can expect the following:

- to understand your own and others' responses to conflict;
- to recognize that there are different models and styles of mediation;
- to be aware of the ethics informing mediation practice;
- to appreciate the legal context in which mediation operates;
- to know how current legislation affects mediation practice;
- to understand the role of the mediator in different stages of the mediation process.

Specific learning outcomes are as follows:

- LO1. Produce a reflective summary on how you will deal with conflict differently in your own life as a result of this course;
- LO2. Demonstrate appropriate empathy with clients;
- LO3. Demonstrate a range of practical skills in mediation including advanced questioning techniques;
- LO4. Demonstrate your ability to autonomously manage the mediation process demonstrating the role of the mediator at different stages of the process and evaluate your own performance;
- LO5. Demonstrate an understanding of the theories underpinning the mediation process.

The Programme

Module 1 - **Handling Conflict Constructively:** Welcome, introductions and overview
- Conflict - what is it and where does it come from?

Module 2 - Responding to Conflict
- Conflict management styles
- Effective listening, summarising, and questioning

Module 3 - Defence mechanisms
- Positions and interests

Module 4 - Formal or informal responses to conflict
- Mediation or restorative
- Review of knowledge learnt to in modules 1-4

Home Learning Package: Knowledge unit on key subjects informing mediation practice.

Module 5 - **Mediation Skills:** Course aims and methods of assessment
- Feedback on knowledge unit
- The role of the mediator: > Explaining mediation
> Getting the Story
> Being Impartial
> Maintaining Confidentiality

Module 6 - Helping people decide
- Preparing for a meeting
- Stages of a meeting

Module 7 - Introducing a meeting: ground rules
- The mediator's role during the meeting
- Building agreements
- Writing Agreements

Module 8 - Practise initial visits
- Practise managing discussion stage of mediation meeting
Self-study: observing mediators running a mediation meeting (DVD)

Module 9 - Recap of Module 7, review of learners' observations of DVD
- Practise - mediating a meeting with 2 clients
Self-study: written reflective questions - deadline to be negotiated on the day

Module 10 - Assessed mediation meetings – consolidating your learning with a complete run-through with two clients
- Next steps in mediation
- Evaluation and closing

Course Structure

Modules 1 - 4 can be undertaken as a separate unit by anyone wanting to understand their own and others' responses to conflict and how and when to use conflict handling skills to defuse and re-direct conflict.

The trainers are there to help you and the course is designed to produce opportunities for you to learn from:

- Written information: pre-course information, the handouts and the exercise
- Discussion: in pair work, small groups and large group discussions
- Practical exercises taking through each stage of the mediation process
- Written work (self-study): the opportunity to reflect on key aspects of mediation practice
- Role-play: taking on the role of client, observer and mediator allows you to appreciate
- the input of all the parties
- Participants are required to attend and complete the whole course.

Assessment Procedure

This course is continually assessed by experienced trainers. It is designed to meet the requirements of the standards of the Scottish Community Mediation Network. Participants who are assessed as having successfully completed the course are awarded a certificate.

Participants need to have completed all elements of the course satisfactorily in order to pass, including submittance of all written work within the timescale.

Cost

£700 per participant. For organisations interested in commissioning this training, please contact us to discuss course fees.