

## Workplace Mediation Internal Team Training

Six Days – Internal Course Only



### Introduction

This course is for the training of internal mediation teams in organisations. This will help develop a set of skills and competencies for the team to conduct mediations within their workplace.

Please note this course is not intended to accredit participants to be 'qualified workplace mediators'. The skills, qualifications and experiences of participants will vary and there is no formal assessment made of competence. This course does provide a proper introduction to the theory and practice of mediation and focuses on the development of relevant introductory skills.

For those wishing to develop a practice in mediation we recommend our Professional Workplace Mediation Training Course.

### On-Going Development/Support

As internal workplace mediators do not generally get to utilise their newly acquired skills as often as a professional workplace mediator they need to receive on-going refresher development and supervision. We are therefore committed to providing an external coaching or supervision role to all of the internal mediators we train in your organisation.

ScotCoach recommends holding quarterly half day refreshers for all of your internal mediators. We also recommend arranging access to us by phone or e-mail in the event that they would like to seek advice or input on a case by case basis. There is an additional charge for this ongoing consultation, please contact us for more details.

**ScotCoach**

*Helping organisations empower their people to grow*

### Why ScotCoach?

We have extensive international experience in the provision of specialised mediation and conflict services to large corporate organisations and within the government sector. We are based in Scotland and operate throughout Europe.

We have over 20 years experience providing mediation training and are regarded as one of the leading mediation training providers in the UK. We offer value for money and practical skills based training. Our training was created for a workplace setting and the subjects of the case studies used are drawn from actual work-life situations.

If you would like consultancy advice or input on how to develop an internal mediation programme please contact us to discuss how we can be of assistance with this at very reasonable rates.

### Entry Requirements

It is important that participants chosen to make up your internal mediation panel be carefully selected. Participants could be chosen from any position or level but they should possess:

- Demonstrated integrity and impartiality
- A commitment to resolving workplace conflict
- Well developed communication skills including:
  - Active listening
  - An ability to interpret para-language (body-language)
  - An ability to handle their own emotions (e.g. anger, frustration)
  - Handling challenging emotions in others
- Cultural and diversity awareness
- An understanding of group behaviour
- Assertiveness skills balanced with an ability to empower the parties and not be overly directive or controlling
- Interviewing skills
- An ability to assess personal weaknesses and strengths
- Great patience
- Physical and mental endurance



83 Princes St Edinburgh EH2 2ER ☎ 01312476711

🌐 [www.scotcoach.com](http://www.scotcoach.com) ✉ [info@scotcoach.com](mailto:info@scotcoach.com)

# ScotCoach

## Certificates & Accreditation

Participants will receive the ScotCoach *Certificate of Completion - Workplace Mediation Internal Team Training*. This course is also eligible for 42 professional development hours (PDHs) through the International Employee Assistance certification Commission (EACC) on application.

At the present time there is no accreditation, licensing or certification of workplace mediators in the UK. This course does however meet the requirements as previously set by Mediation UK; it also meets international standards for internal mediation training.

This course utilises with permission materials from the Conflict Resolution Network (Australia); the Mediation@MIT programme from the Massachusetts Institute of Technology (MIT) and the programme on mediation and negotiation at the Harvard Law School.

## Venue Requirements

Due to the extensive use of special role plays we have the following requirements for training rooms for a maximum of 20 participants:

- Day 1 - one large training room only (n=20) - suitable for four groups to do small group work
- Day 2 - one large training room only (n=20) - suitable for four groups to do small group work
- Day 3 - one large room (n=20) plus two additional smaller breakout rooms or even large offices (n= 6-7 in each room) preferably nearby
- Day 4 - AM one large training room - PM one large room plus two additional smaller rooms
- Day 5 - one large room plus two additional smaller breakout rooms
- Day 6 - AM one large room plus two additional smaller rooms - PM one large training room

If you are unable to source these rooms internally we are happy to assist in finding suitable rooms.



## Your Investment

The fee for the full six days of training is £4999 (plus VAT). This includes a comprehensive training manual and any developmental costs. This is the fee for the total course (6 days) and is based on a group of 10-20 participants.

Catering costs and any venue hire are to be met by the client organisation.

The training normally comprises six sessions, each lasting seven hours, with a break between session three and four.

### Cancellation

In the event of cancellation where 28 days notice has been given, no charges apply. If notice of cancellation is given within 28 days, a 50% fee will be charged. In the event of cancellation within 48 hours, the full fee will be charged.

## Comments from Recent Participants

These are actual comments from mediation training courses ScotCoach (or our sister organisation Eastburn Partnership) have conducted in the past year:

- *I gained so much, I really feel confident about conducting simple mediations now*
- *...one of the best training programmes I have ever attended!*
- *I can't believe how much I learnt. This course truly expanded my professional practice into uncharted waters*
- *...the trainers were excellent and the individual coaching fantastic*
- *I never got bored once, fantastic!*

## Methods Used

Case study, small group work, facilitated exercises and feedback to facilitate learning. The mediation model in this training programme normally utilises two co-mediators and is somewhere between problem-solving and transformative in its approach.

The teaching style is highly experiential. The best way to learn to mediate is by doing it. Accordingly, participants will spend approximately 40% of their time in role plays, and lectures are mixed with exercises. Feedback from participants will reinforce the value of the role plays.

Three themes recur throughout the lectures and role plays: party control, self awareness, and diversity.

We emphasize that a good mediator must be aware of, and therefore able to prevent interference from his/her:

- own approach to conflict
- own sensitive issues, and
- own assumptions about others

## ScotCoach Lead Trainers

**Caitlin Buon** BSc (Phys), Dip. Couns., Cert. Med.

Caitlin has formal training in conflict resolution, investigation, law, psychotherapy, mediation and management. In addition to holding a degree in Stress Physiology from Macquarie University in Sydney, Australia, she is also an accredited practitioner in Emotional Intelligence with the HayGroup.

Caitlin comes from a professional background in social justice, psychology and human rights, having worked in Australia as an Investigator and a Mediator for a number of key government agencies. Her expertise is in designing and providing coaching and other interventions for individuals and groups who are experiencing interpersonal conflict or who are affected by patterns of ineffective communication.

She has also co-authored on Ethics and the Employment Relationship for the virtual Masters Course in Employment Law and Practice Programme at Robert Gordon University.

**Tony Buon** Dip. Wel., B.A (Psych), M.A (Hons), Dip Med., CEAP

Tony has over 20 years experience in workplace mediation, training and counselling. He is a Certified Employee Assistance Professional (CEAP), a qualified workplace mediator and experienced workplace psychologist. Since returning to Scotland has been lecturing in the Human Resources Department at the Aberdeen Business School, Robert Gordon University for the past five years.

Born in Scotland, Tony spent many years in Australia where he co-owned and ran a large HR, workplace mediation and psychology consultancy with over 400 staff. Tony also ran the workplace mediation service for the Sydney 2000 Olympic Games.

## Aims & Objectives

**Course Aim:** To provide participants with a sound understanding of workplace mediation theory, methods and practices.

### Course Objectives:

- To develop an understanding of workplace mediation theory, practice and methods
- To be able to apply the 7-step model of effective workplace mediation
- To develop awareness of one's own tendencies in thinking about and responding to workplace conflict
- To develop an understanding that conflict is a natural and necessary part of life, and that how one responds to conflict determines if the outcomes are constructive or destructive

- To develop an awareness that competition & collaboration are the two main strategies for effective negotiation
- To understand cultural differences that affect the mediation process
- To develop skills in core mediation practice suitable for workplace conflict
- To effectively deal with blockages in the mediation process
- To understand the basics of reaching and formalising mediation agreements
- To be aware of one's own abilities and limitations in conducting workplace mediation sessions
- To develop an ethical framework for the practice of workplace mediation

## Course Outline

### DAY 1: INTRODUCTION TO MEDIATION

Issues suitable for Mediation  
When mediation works — and when it doesn't  
The Mediator's role  
How mediation differs from other interventions  
Limitations of the role

### DAY 2: UNDERSTANDING WORKPLACE CONFLICT

Introducing conflict theory  
Conflict Handling Modes  
Elements of Negotiation  
Introduction to Reframing Techniques  
Stages of Negotiation

### DAY 3: STEPS OF WORKPLACE MEDIATION 1

The 7-step 'Eastburn' model for effective mediation  
Case Study Discussion  
Caucusing Role Play  
Introductory Mediation Role Play

### BREAK

### DAY 4: STEPS OF WORKPLACE MEDIATION 2

Joint or Co-Mediation  
Impartiality  
Co-Mediation Role Plays

### DAY 5: SKILLS DEVELOPMENT

Co-Mediation Role Plays  
Extended role-plays debriefing  
Blockages – moving disputants forward

### DAY 6: AGREEMENTS AND ETHICS

Reaching and formalising agreements  
Agreements Role Plays  
Follow-Up  
Ethical framework for practice & ongoing development

**NB:** Programme subject to change