

An Introduction to Mediation

This programme has been developed for officers and managers who need to be able to use mediation skills. It will be particularly useful for HR officers, whose role often involves mediating disputes between employees, and staff from housing teams whose role can extend to facilitating discussions between residents and/or tenants.

Programme objectives

By the end of this programme, delegates will be able to:

1. Explain what mediation is – and isn't - and define the role of the mediator
2. Be able to plan and prepare thoroughly for mediation
3. Open a mediation session
4. Manage conflict
5. Demonstrate neutral behaviours
6. Summarise accurately
7. Identify key next stages
8. Close the mediation

Further information

The session is very practical and involves case studies and skills practise in addition to theory and underpinning knowledge.

Duration: One day overview/two day in-depth with actors.