

An Introduction to Mediation

This programme has been developed for councillors who use mediation skills as part of a conflict resolution process between parties.

Programme Objectives

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

1. Explain what mediation is – and isn't
2. Describe the difference between being a mediator and using mediation skills
3. Be able to plan and prepare for a mediation
4. Open the discussion and set the scene
5. Manage the process of a mediation
6. Demonstrate neutral behaviours and summarise accurately
7. Identify key next stages and close the mediation

Further information

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

Duration: Three hours