

## Mediation Skills

This programme has been developed for officers whose role involves mediation between parties who are in dispute.

### Programme objectives

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

1. Identify the role of the mediator and the skills needed to be effective in this role
2. Plan and prepare for a mediation
3. Open a mediation and set the scene
4. Encourage dialogue between participants
5. Demonstrate active listening
6. Use questioning techniques
7. Describe how to “unblock” a mediation that has become stuck
8. Manage conflict.

### Further information

The programme includes the theories, principles and practise of mediation. Also included are in-depth case studies using professional business actors.

**Duration:** Somewhere in between two and three days, depending on need