

## 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 9 modules plus a further 20 hours of course work and self-directed study. Participants are assessed and, if successful, receive a certificate. The course is credit rated by Napier University against the Scottish Credits Qualification Framework and is accredited by the Scottish Community Mediation Network. Sacro has been delivering the Mediation Skills course for over 19 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 7 online modules and the 2 days of face-to-face training;
- You carry out self-directed study and reading as required;
- You complete the set written exercises.

## 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 course 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 for Mediators:* to be completed before Module 5. Knowledge unit with multiple choice questions on key subjects informing mediation practice.

- Module 5
- 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 – engaging with the speakers
  - Building agreements
  - Writing Agreements
- Module 8  
(face-to-face)
- Recap of Module 7
  - Practise - mediating a meeting with 2 clients
  - \*Reflective questions to be handed in on Module 9
- Module 9  
(face-to-face)
- 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: 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 and participants who are assessed as having successfully completed the course are awarded a certificate. This training also meets the initial training requirements of the Scottish Mediation Network.

**Cost**

£600 per participant