

Seminar:

Mediation: An Overview (Skills and Practice)

(Please note the sessions
will be interactive with
Q&A as required)

Time:

**10:00am - 1:00pm
and
1:30pm - 4:00pm**

Date:

To be confirmed

10:00am**Introduction / definitions**

Mediation – Arbitration – Litigation ‘Continuum’

Short history of mediation in the UK

- Exploring conflict
- How does it feel ?
- The Conflict Spiral
- Hooks and Triggers
- Conflict management styles - exercise

11:00am**Tea / coffee****11:15am****Defining Mediation**

- The Process
- What Mediators do and don't do!

Negotiation skills

- Issues, Positions and Interests
- Active listening
- Content and process
- Questioning skills
- Reframing / reflecting and summarising
- Peeling the Onion

1:00pm**Lunch****1:30pm****Mediation Dynamics**

- Mediation – see what it looks like !
- Difference between DFA and community services
- Shuttle v face to face mediation
- Who attends ?

2:45pm**Tea / coffee****3:00pm****Mediation in practice**

- Encouraging people to mediate
- When is mediation suitable / not suitable
- Advantages of mediation
- Mediating in the Court system

4:00pm**Close**