

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**

