

'MEDIATION IN THE WORKPLACE'TM

UNITS 1 & 2

HIGH QUALITY, INTERACTIVE PROFESSIONAL IN-HOUSE
TRAINING IN WORKPLACE MEDIATION



**TRAIN YOUR STAFF OR HR PERSONNEL TO
CARRY OUT WORKPLACE MEDIATION**

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PMR LTD – RECOGNISED OPEN COLLEGE NETWORK APPROVED CENTRE

WORKPLACE MEDIATION TRAINING & CONSULTANCY

UK - Europe - Worldwide

Course Background & Aims

This accredited course has become the UK standard for those wishing to carry out workplace mediation or for those who wish to integrate highly effective mediation and conflict resolution skills into their present work role.

PMR were the *first* to design and to offer an accredited training in workplace mediation in the UK and have been successfully delivering this course for many years. This Certificate training (Units 1 & 2) has been specifically developed to provide the necessary and essential skills to carry out face-to-face workplace mediation between people in dispute and to understand how mediation can be used effectively within the context of organisations including its use within such personnel policies as grievance, equal opportunities and bullying and harassment.

The course is competency-based and accredited by the Open College Network (OCNWMR) and is supported by PMR's extensive experience in carrying out independent workplace mediations for a whole range of public and private organisations and companies throughout the UK and worldwide for almost twenty years.

The course is based on classic mediation principles and the PMR six-step mediation structure, and also includes a range of practical conflict resolution skills and communication techniques which can be used as a valuable every day management skill (including the 'Brief Mediation™' conflict intervention model). It is intensive skills training at its best, based on a mixture of participative group exercises and role-plays of typical workplace disputes.

Successful completion of Units 1 & 2 also means that participants are then eligible to attend the Advanced OCN accredited Unit 3 'Workplace Mediation with Teams™' which PMR offer every two years (*the next Unit 3 will take place as a residential at Dartington Hall, Devon on 20-22 Sept 2010 and can be booked via our web page*).

This professional Certificate equips your staff to be a workplace mediator or they can integrate these invaluable skills into their present work role.

Who For?

Suitable for all levels of staff within an organisation such as directors, managers, team leaders, personnel and human resources staff, harassment support officers, counselling or welfare staff, trainers, equal opportunities or diversity staff, managers, lawyers, trade unions reps, complaints officers and anyone in an organisation who needs these skills.

This is also the essential training you need to give your staff if you are considering setting up your own 'internal mediation service' for your organisation.

Course Objectives overall:

- to learn the key skills necessary to carry out a structured face-to-face workplace mediation between two disputants in an impartial and fair way
- to have a good understanding of the structure, the principles and main theories of workplace mediation
- to learn highly effective communication skills to help resolve conflicts in every day work life
- to have the skills to handle difficult emotions within the context of a mediation as well as within the workplace i.e. skills to de-escalate anger or aggression
- understand the conflict dynamics between people in the workplace
- increase awareness around diversity issues, stereotyping, prejudices, and anti-discrimination practice for mediators to know when mediation is most appropriate to use and when not

Brief Course Details

Length of the Certificate Course – six days in total, in two Units, 1 & 2 of three days
We will arrange dates most convenient to you

Training Venue: we will come to your training venue organised by you – at or near your workplace – anywhere in UK or worldwide

The Accrediting Body – this course is accredited by the Open College Network, which means the quality of the training is externally verified and stringently assessed and moderated. PMR Ltd are an 'Open College Network National Approved Centre' and are registered members of the Civil Mediation Council.

Qualification Prerequisites – no prior qualifications are required to do this training

Pre-Course Work – it is recommended that course participants do some background reading *before* course attendance 'The *Essential* Guide to Workplace Mediation and Conflict Resolution' Kogan Page 2008 by Nora Doherty & Marcelas Guyler can be purchased on our web site at a **10% discount**.

The Accreditation process – the form of accreditation of this course is transparent and straightforward and full details about the Learner Assessment will be sent to you. In brief, the OCN assessment is by:

- full attendance of Units 1 & 2 and writing up learning notes each evening
- skills assessment by the tutor on day 3 Unit 1
- submitting a written assignment which we call 'Learning Outcomes' after both Units 1 & 2 in the form of a questionnaire to show what has been learnt on the course (e-mailed to PMR about two weeks after each unit has ended)

Completing the above successfully will give an OCN Credit award Certificate in 'Mediation in the Workplace™'- anyone expecting to carry out workplace mediation in an organisation does need this accredited training.

Learning Methods– we use a range of participatory and interactive learning methods to teach these specialist skills and to build on the skills participants already have, including stimulating group and pair exercises, discussions, the PMR DVD to view real mediations and mediation role plays.... all done in the most positive and supportive way.

PMR Trainers – PMR Trainers are all excellent trainers/facilitators as well as highly experienced accredited workplace mediators. We have been running mediation trainings for many years now and all our courses are based on years of practical experience in carrying out workplace mediations.

Course programme and Course costs – just e-mail us for the 'full costing' and let us know a little bit about your organisation and how many staff you wish to be trained

'According to the CIPD, employers whose HR personnel are trained in mediation techniques have 50% fewer Employment Tribunal claims.....'

COURSE CONTENT – ‘MEDIATION IN THE WORKPLACE’™

UNIT ONE: ‘Facilitating A Mediation Session’: 3 days

Aims of Unit One:

- to increase participants awareness around the subject of conflict, positive and negative aspects, why it is often difficult to handle and to look at ways they personally handle conflict situations
- to teach participants a number of up to date communication skills and techniques to help resolve conflict and interpersonal disputes effectively
- to inform participants about what mediation is, the principles and six step structure of mediation and how it differs from other forms of dispute resolution
- to teach the core skills of how to facilitate a face to face workplace dispute between two people (through a whole day of role-play with real-life workplace scenarios (i.e. harassment/bullying cases and many more).

Contents of Unit One

- conflict: words and associations
- negative and positive aspects of conflict
- behaviours that escalate and de escalate complaints or conflicts
- clarifying the skills of a mediator
- personal and organisational responses to conflict: passive/flight/fight/assertive
- a definition of workplace mediation
- the principles of workplace mediation
- issues of confidentiality and boundaries
- the six step structure of mediation
- the importance of ground rules and keeping safety
- explanation of the concept of mediation win/win problem solving
- how to move from ‘positions’ to underlying ‘interests’ and ‘needs’
- effective conflict resolution communication techniques
- active listening and summarising skills
- building rapport and appropriate body language
- reframing inflammatory, negative or derogatory language
- identifying underlying issues
- strategies to remain professional and impartial as a mediator
- when mediation is appropriate to use and when not
- structuring the mediation process through the use of the six step structure in order to come to workable win/win agreements
- skills to maintain control of the mediation and to remain fair and equal
- one whole day of participants role-playing solo and co-mediation face to face mediations of typical workplace complaints, with coaching from the tutor

Please note: Unit One 3 days can be done on its own if you just want your Managers to have a very good introduction to workplace mediation and its skills non accredited (to receive the OCN Certificate both Units 1 & 2 have to be completed)

COURSE CONTENT – ‘MEDIATION IN THE WORKPLACE’™

UNIT TWO: ‘Uses of Mediation in the Workplace’: 3 days

Aims of Unit Two

- to describe and assess how best to use workplace mediation within organisations, particularly with reference to personnel policies i.e. grievance or harassment/ bullying
- to look at useful theories of understanding interpersonal dynamics, the causes of conflict in the workplace and how to handle differences as a mediator in a fair, non judgemental way
- to look at your own stereotypes and biases in order to raise awareness around discrimination issues, mediating issues around racism and to maintain equality and impartiality at all times
- to learn and practise further essential mediation skills such as how to handle difficult behaviours or strong emotions within the mediation itself (mainly through role-play)
- to learn how to deal with highly ‘complex’ mediations through a detailed mediation case study concerning a complaint of bullying
- further skills practice of a six step mediation using the case study

Content of Unit Two:

- personality clashes, dealing with difference, useful models of understanding interpersonal dynamics in the workplace
- your own personal triggers, what gets to you...
- skills on how to deal with someone who is angry or aggressive with you in person or on the phone within the general context of everyday work life
- role-playing the PMR ‘*Brief Mediation*’™ conflict intervention between staff or customers, using mediation skills as an everyday management tool
- looking at your own stereotypes and biases in order to increase awareness of diversity issues
- looking at how differences in culture may be part of workplace conflicts
- exploring how organisations can discriminate against certain groups
- anti-discrimination practice for mediators
- strategies on how to remain impartial and fair to all
- holding clear boundaries within mediation
- skills and practice to affirm the positive and support movement towards clarity of communication and agreements for the future
- creative idea storming, getting to realistic workable solutions
- how mediation can be used within such personnel policies as Equal Opportunities, Grievance, Dignity at Work, Harassment or Bullying
- the range of possible uses of mediation within organisations, internally and externally, including complaints procedures
- the overall benefits of workplace mediation to employees and to organisations

REASONS FOR CHOOSING THE PMR TRAINING IN WORKPLACE MEDIATION

- **PMR were the 'first' to create an accredited training in workplace mediation in the UK. Before the PMR Certificate training, there were only 'general' mediation courses available. PMR led the way in developing a 'specialist' training for those who want to carry out mediation specifically for inter-employee complaints within organisations and, even though others have recently entered the field, this long running course has become the recognised and trusted standard for professional workplace mediators.**
- **Hundreds of people have now successfully completed this training and have consistently given it high praise and evaluation - with 90% of them rating the course as 'very good' or 'excellent'. This course is not available elsewhere, is under copyright to PMR and is only offered by PMR Ltd.**
- **The PMR OCN Certificate in Workplace Mediation equips course participants to carry out workplace mediations as part of your own 'internal mediation service' or to integrate the skills into their present work role. As the course gives a recognised Certificate, this can be beneficial for participants CV and career path.**
- **As the course is accredited by the Open College Network, the quality of the training is externally verified and stringently assessed and moderated. PMR are an 'Open College Network National Approved Centre'. PMR Ltd are also registered with the Civil Mediation Council and abide by the European Code of Practice for Mediators.**
- **PMR Trainers are not only very good trainers, they are also highly skilled workplace mediators with many years of practical experience. This means that all PMR courses are based on actual 'experience and know-how' - not just theory. PMR Trainers offer something more unique - in that they have a background in personal therapy and in equal opportunities and diversity. This gives PMR a particular expertise in 'working relationships', how to deal with complex and strong emotions within conflict situations and how to rebuild working relationships so that they 'function' and respectful working relations and work practices can be resumed.**
- **The courses offer very good value for money and is one of the lowest cost for such accredited training in the UK. The course cost is very 'transparent', it is all you have to pay for in order to receive the OCN Certificate - there are no 'hidden extras' or no extra training days that you have to be added on. The course fee includes all training over a total of 6 days and all accreditation and moderation costs (email us for the costs).**
- **PMR have made the OCN assessments clear and easy for your staff to complete. The skills assessment and written notes are done on the course itself and then they email in their completed written questionnaire after both Units 1 & 2. This makes completion of the course accreditation and the receiving of the OCN Credit Certificate award as straightforward as possible within the standards prescribed.**

- **Our courses are six days in total (in two Units 1 & 2 of three days each) - six training days is the minimum required to ensure participants receive the highest quality training in these specialist skills. Any less than this would not be adequate for you to receive the necessary training and coaching for the demanding and highly skilled role of workplace mediator.** Staff always have a lot of demand on their time so we have deliberately organised this training in two units of three days which makes it much easier in terms of planning their work. There is usually about 4-6 weeks in between unit one and unit two which gives some space for people to assimilate their learning in unit one before going onto unit two.
- **Flexibility: We also offer this OCN Certificate training as public courses in London and Derbyshire every year which means if someone cannot complete the in-house training or you want one or two people to do this training at a later date, they can always attend one of the public courses and then join your group of workplace mediators.**
- PMR have produced a unique resource – a VIDEO (£49) and DVD (£199) in 'Workplace Mediation' which includes two real-life mediations of workplace disputes, including a claim of bullying against a manager. You can purchase a copy for your organisation on our web site.
This highly useful DVD is also shown on the course as a practical teaching tool.
- **All those who have completed this Certificate Units 1 & 2 training are eligible to attend the PMR Advanced Unit 3 'Workplace Mediation with Teams™' or the OCN Certificate 'Supervision Skills for Mediators' either in-house or a public course.**

Take a look at our web site on www.workplacemediation.co.uk

for course costings and any further questions
 Contact Laura Fulner (Admin Officer) or Nora Doherty (Director)
 E-mail: workplacemediation@googlemail.com
 Tel: 01626 776857

News

15% Group Discount on public courses

It may be more cost effective to book your staff on this same OCN Certificate but as a public course with a 15% discount on bookings of 3 or more people on the same public course

OFFER - FREE residential costs on our residential Certificate course 2011 at The Hayes Conference Centre, Derbyshire. Pay the course fee only (of £800 per unit no vat) and receive ensuite room and breakfast/ lunch/ evening meal FREE of charge.

11-13th May & 15-17th June 2011

making this the best value accredited course of its kind.....