

OCN NATIONAL CERTIFICATE 'MEDIATION IN THE WORKPLACE'TM UNITS 1 & 2

HIGH QUALITY, INTERACTIVE PROFESSIONAL SKILLS
TRAINING IN WORKPLACE MEDIATION



**The Chartered Institute of
Arbitrators, Bloomsbury
Square, central London -**



every Oct/Nov £1600 no vat



**Woodland Grange
Conference Centre -
residential in beautiful
Warwickshire - every May
Special Offer - FREE room
and full board**

5 day intensive residential

£1700 no vat

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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 as independent or internal mediators 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 these public courses for over twelve years. This Certificate training (Units 1 & 2) is specifically designed to develop 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.

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 makes you eligible to attend the Advanced OCN accredited Unit 3 'Workplace Mediation with Teams™' which we offer every two or three years as a 3 day public course.

This professional Certificate equips you to be a workplace mediator or you can integrate the skills into your present work role.

Who For?

It is suitable for people within organisations such as **directors, managers, supervisors, personnel and human resources staff, harassment support staff or counselling or welfare staff, complaints officers, trainers, equal opportunities or diversity staff and anyone in an organisation who needs these skills.** It is also suitable for private individuals who wish to receive quality professional training in workplace mediation which is highly regarded and nationally accredited.

Course Objectives overall:

- 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

Location of the Public Certificate Courses: you can choose to do this training as a 5 day intensive residential at the 4 Star Woodland Grange Conference Centre, Warwickshire (every May) (only £1700 no vat – fantastic value and the lowest cost course of its kind)

The 5 day residential is now on **SPECIAL OFFER with FREE ensuite room and full board – you pay the course fee only, making this the best value course of its kind in the UK....**

or in LONDON at the Chartered Institute of Arbitrators, Bloomsbury Square WC1A2LP every October/November non residential (only £1600 no vat) in 2 units of 3 days each

PMR also offer this Certificate course as an 'in-house training' for your staff and our experienced Trainers will come to your venue – just e-mail us for full details and costs.

Dates of the Public Courses - see the dates of the public courses on our web page www.workplacemediation.co.uk. PMR courses are in great demand so book early.

The Accrediting Body – this course is accredited nationally 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'.

Qualification Prerequisites – you do not have to have any prior qualifications to do this training though it does help to have a good background in communication skills or similar.

Pre-Course Work – do your own background reading on mediation and it is a course requirement that you read *before* course attendance 'The *Essential* Guide to Workplace Mediation and Conflict Resolution' Kogan Page 2008 by Nora Doherty & Marcelas Guyler which you can purchase on Amazon.

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

- attending all of Units 1 & 2 and writing up your learning notes each evening
- skills assessment by the tutor whilst role-playing mediations 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 you have learnt on the course (e-mailed to PMR about two weeks after each unit has ended)

Completing the above successfully will give you an OCN Credit award Certificate in 'Mediation in the Workplace™'- and you will need this accredited training if you are expecting to carry out workplace mediation in your organisation or as an independent mediation consultant.

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

PMR Trainers – as you will see when you attend the course, 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 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
- 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 you can do this Unit One 3 days on its own if you just want a very good introduction to workplace mediation (to receive the OCN Certificate you need to do both Units 1 & 2)

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 joint 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...
- 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 stereotypes and biases in order to increase awareness of diversity issues
- looking at how differences in culture may be part of workplace conflicts
- 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
- 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. This course is not available elsewhere, is under strict copyright and is only offered by PMR Ltd.
- The PMR OCN Certificate in Workplace Mediation equips you to carry out workplace mediations or to integrate the skills into your present work role.
- 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 also 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 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 fee 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 add on. The course fee includes all training and all accreditation and moderation costs. In addition- as recognised vocational training, all our public courses are 'vat exempt' which means individual payers who are not vat registered do not have to pay this extra vat amount (20%) as they do on other similar courses. While all PMR public courses are excellent value for what you receive, the Warwickshire residential course is particularly good value as we give you full board accommodation (including breakfast/lunch/dinner) FREE of charge and you pay the course fee only. The 5 day residential course is held at Woodland Grange Conference Centre, near Leamington Spa every year in May which is surrounded by beautiful Warwickshire countryside. This 5 day residential is also particularly suited to overseas delegates.
- PMR make the OCN assessments clear and easy to complete. The skills assessment and written notes are done on the course itself and then you e-mail in your written questionnaire after both Units 1 & 2. This makes your successful completion of the course and the receiving your OCN Certificate award as straightforward as possible within the standards prescribed.

- **Flexibility:** by organising the London course into Unit One and then Unit Two, it increases flexibility by allowing you to do both units together (preferably) or Unit One and then Unit Two another time - in order to receive the OCN Certificate. It also means that those who do not need the Certificate, such as managers and other staff, can do Unit One (3 days) only as an excellent introduction to workplace mediation and conflict resolution skills.
- Only £99 for our DVD in 'Workplace Mediation' for all public course participants – a special public course offer with a £200 saving off the usual retail price. You can order it at this special price when you have made payment for the course.
- This unique DVD is also shown on the course as an effective teaching tool.
- All those who have completed this Certificate training are eligible to attend the PMR Advanced Unit 3 'Workplace Mediation with Teams™'. As you can appreciate, mediating complex team conflicts does require additional skills and training. No other training providers offer a course like this - it is the only 'accredited' course of its kind, accredited by the OCN and gives an additional Certificate in 'Workplace Mediation with Teams™'

BOOK YOUR PLACE NOW

Submit your booking form directly on- line on our web page:

www.workplacemediation.co.uk

and we will then e-mail you all JOINING DETAILS and the Invoice
future course dates - all on our web site

Any questions, contact our Course Admin Officer Laura Fulner
or Nora Doherty (Director) on:

E-mail: **workplacemediation@googlemail.com**



GROUP DISCOUNT on London Course only - book 3 or more people on the same London public course and receive a huge **15% discount**



PMR also offer this same accredited certificate course in-house for your staff (organised by PMR Trainer Robert Still) as well as independent workplace mediation