

**Accredited Mediation Training Programme to
Certified Level**

Approved by the Mediators' Institute of Ireland

Programme Overview



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Certified Mediation Training Programme Overview

Mediation is a process whereby a neutral third party facilitates or assists parties in dispute to come to a mutually satisfactory agreement. In Ireland, the main accrediting body for mediator training is the Mediator's Institute of Ireland (M.I.I.). They approve training Programmes that lead onto one of two accreditation levels: Certified and Practitioner.

This Programme run by Consensus Mediation and which is approved to Certified level by the Mediator's Institute of Ireland comprises 60 hours in total. Delivery of the programme is using a blended model which consists of:

- ✓ 6 x tutor-led ½ day online webinars
- ✓ 3 tutor-led training days (in-person)
- ✓ Prescribed reading homework and completion of written assignment/project (20 hours outside class time).
- ✓ One-day In-Person Assessment: Participating in one-hour video assessment as Mediator and as disputant in two colleagues' assessments (takes place approx. 4-5 days after completion of 6 days of training) – optional.

**Please note, the Mediators' Institute of Ireland require that Assessments take place in-person with the Assessor present in the room with the Candidate and Role-Players. Online assessments will not be accepted by the MII.

In order to achieve the **Certified Level** qualification, trainees must successfully complete the role play assessment. This comprises 60 minutes of mediating a role play in which two class colleagues play the parties.

This programme has a strong emphasis on role play skills practice, with a maximum ratio of 8 participants to one trainer, in line with the Mediators' Institute of Ireland Quality Assurance Framework. This is to ensure each participant gets maximum opportunity in the Mediator role well as individual coaching and feedback on their skill development from the trainer. Role plays will be appropriate to the sector and context of the trainees' future work requirements although participants will also have an opportunity to experience role plays from other sectors at some point in the programme.

Upon successful completion of this programme and the assessment role play, graduates can register with the Mediators Institute Ireland and apply for a practising certificate and be approved to mediate by the MII.

Programme Objectives:

- To develop an understanding and knowledge of mediation theory, principles, practice and methods
- To build participant's awareness of their own styles and approaches to dealing with conflict
- To develop a theoretical understanding of conflict, managing conflict and principles of conflict resolution
- To give participants an understanding of the structures and processes involved in mediation – please see detailed course breakdown
- To raise awareness of the external context of mediation e.g. legal, organisational, societal influences on dispute resolution.
- To raise awareness of the influence of one's own professional and personal assumptions and biases on the mediation process
- To develop effective skills, knowledge and attitudes in mediation to meet the certified assessment requirements
- To give participants an opportunity to practice skills in simulated role plays
- To give participants the opportunity to practice in a co-mediating pair as a basis for commencing to practice on live cases
- To develop confidence and ability in participants and enable them to practice as certified mediators on completion of the Programme

A Quick Overview of the Syllabus

This mediation training course helps you

- Create a safe and supportive atmosphere so that people caught in the conflict zone feel safe talking through their differences and difficulties
- Listen in a way that helps people to get clearer on what's really important to them
- Facilitate people to resolve issues, so they can draw a line under them, and move on
- Stay calm, compassionate and clear-headed throughout

You will explore and learn about mediation from three different aspects:

The People:

- Build great rapport so people open up and share their deeper fears and misgivings
- De-escalate and diffuse strong emotions in a supportive and compassionate way
- Radiate true warmth and non-judgement to dissolve defensiveness and mistrust

The Process:

- Know by heart the fundamental principles of mediation – voluntariness, confidentiality, self-determination – and how to explain these in an accessible and client-friendly way
- Learn the intentions and tasks of each stage in the mediation process and how to keep the parties on track
- Juggle firmness and flexibility in applying the process of mediation

The Problem:

- Develop deep insight into the dynamics of conflict and why differences of opinion can morph into entrenched disputes
- Differentiate between positions, interests and needs so you can ask useful and effective questions
- Learn the art of powerful and probing questions to help unearth what's really at stake for people

Certified Mediation Programme Overview – Session Breakdown and Content

Module 1		
Session 1	Introduction/Programme Overview	Ice-breaker and group introductions; Programme induction
	Conflict dynamics theory	The 'Not-So-Merry-Go-Round of Conflict' Conflict handling modes
Session 2	Introduction to Mediation	Definitions, key mediation principles Benefits and challenges of mediation Mediation video demonstration
	Stage 1: Preparing parties for mediation	Preliminary mediation meetings Agreement to Mediate Role play practices
Session 3	Stage 1: Preparing parties for mediation	Role play practices Listening skills and exercise
	Stage 2: Introducing Mediation Process Stage 3: Hearing and Exchange of 'Stories'	Key purpose and intentions of each stage Small group practices Stage 2
Session 4	Stage 3 Powerful and effective questions	Role play practice Stage 3: large group Role play practices Stage 3: small groups Debrief, discussion & feedback from observers and trainer/coach mentor

Module 1 (contd)		
Session 5	Review Stages 2-3	Role play practice Stage 2-3: large group
	Framing and Reframing Stage 4: Identifying and Framing the Issues	Introduction to reframing Key purpose and intentions of Stage 4 Role play practices Stage 3-4: small groups
Session 6	Caucus/Separate meetings Stages 3-4	Separate meetings: when/how Role play practices Stage 3-4: small groups
	Stages 3-4	Role play practices Stage 3-4: small groups

Module 2 - Day 1		
Morning	Review 'homework' Stage Five: Option Development and Negotiation	Key purpose and intentions of Stage 5 Demonstration
	Stages 3-5 Power in mediation	Role play practices Stage 3-4: small groups Power dynamics – mediator/parties
Afternoon	Stages 3-5	Role play practices Stage 3-5: small groups

Module 2 - Day 2		
Morning	Review Module 2 Stages 3-5	Role play practice Stage 3-5: large group
	Stage Six: Crafting Agreement MII Assessment documentation	Key purpose and intentions of Stage 6 Demonstration Stage 6 Role Play Self Assessment document
Afternoon	Stages 3-6	Role play practices Stage 3-6: small groups

Module 2 – Day 3		
Morning	Pre-Assessment Rehearsal	Pre-Assessment preparation: Role play practice Stages 2-6 (videoed – optional) Coaching and feedback from trainer/coach mentor
Afternoon	Pre-Assessment Rehearsal	Pre-Assessment preparation: Role play practice Stages 2-6 (videoed – optional) Coaching and feedback from trainer/coach mentor

Training Methodology:

The training methodology employs key principles of adult learning:

- Participants have already accumulated skills and experience and aims to harness and build on this.
- Training aims to meet the learners self-identified training needs
- Training should provide relevant practical skills and knowledge they can apply immediately.
- Activities are designed to engage and involve the participants as well as to appeal to the 4 learning styles as outlined by Kolb. For example courses include experiential and simulation exercises, observation and reflection exercises.
- Trainer’s role is to facilitate the learning rather than simply transmit knowledge.
- There is also an emphasis on peer observation and self-assessment during the training.

Training methods include:

- Demonstrations, role playing & simulations with individual coach-mentoring and feedback, small and large group discussion, case study, peer observation, short research assignments, trainer presentation/inputs.
- Role play practice forms a core part of the training. All participants will receive extensive individual coaching and mentoring on their skill development throughout the course. Role play feedback focuses on issues and skills from each of the 4 core assessment categories: Managing the Relationships, Managing the Process, Managing the Content, Managing the Self
- Participants are also required to complete a Learning journal, written assignment and prepare and present a short presentation on an area of relevance or interest

Feedback from former Participants

“Mary is very professional in her approach and the venue, delivery of the training and the materials provided are excellent. Mary provides brilliant support and encouragement throughout the training and there is also a lovely mix of humour. Some of the learning throughout the training involves learning about the process of mediation, styles of managing conflict and it provides a lens to view conflict in a very different light. There are a significant amount role plays which provides an excellent opportunity to practice the skills, enhance learning and an opportunity to learn from others on the training. This training equips you with valuable life skills and I would definitely recommend it”

Eileen Nevin, Social Worker, Adult Mental Health Services

"Mary clearly has a wealth of knowledge in the area of mediation and is a natural and engaging teacher. I truly feel I have walked away from this course with a new skill that can not only be applied to mediation, but can also be applied to a variety of other settings, especially in relation to how I might manage professional conflict going forward."

Claire O'Connor, Guardian ad Litem

“One of the main reasons I sought out training in mediation was a desire to be more focused on seeking solutions rather than solely on identifying problems and barriers. I knew from my work in family group conferencing that mediation was a powerful concept and I wanted to learn more about how to apply it in my work.

The main benefits from the mediation training so far are to do with how I listen to others. I now take the time to listen more closely and to understand what may be behind what someone is saying. It has given me a new confidence in addressing challenging scenarios. One of the best things about the course was the variety in role playing each day and how we were able to move from one scenario to another as we honed our skills and grew our self awareness. This was done in a supportive learning environment that you created.

I would recommend this training to anyone seeking to develop effective dispute resolution skills. These skills are equally useful in family or work environments”

Paul Tierney, Supervising Social Worker

“I attended the Mediation Training and my primary motivation was to improve my mediation and dispute resolution capabilities in work. I found the course to be extremely helpful in developing these skills and have already used them to good effect in both work and non-work environments. What I really liked about the course was the use of role play to ensure that learning was ingrained.

Mary's considered style and thoughtful questions really made me think about how I approached problem solving. I have become much more effective at delegating and helping parties to come up with their own solutions to problems rather than always believing that I needed to do this.

I would strongly recommend this course, and Mary as teacher, to anyone wishing to develop problem solving and mediation skills that will help them in their work and personal life.

Tony Bridgeman, Programme Manager

"Mary is an outstanding facilitator who modelled excellent mediation skills throughout the course. She responded thoughtfully and comprehensively to participants' questions. She encouraged and challenged everyone to learn"

James O'Leary, Retired School Principal and Barrister

'After 35 years, I thought I'd got all the courses; this one has had a huge impact on me. As a Senior Business Partner in HR after being a line manager for 35 years, my inherited tendency was to "solutionise". This course with a tremendous Mediator, Mary Rafferty showed us how to get to get to heart of problems by using the mediation process. Others have noticed and so have I - subtle but necessary changes. I would recommend this programme to any manager – in the line or not. It will arm you with tools where staff will see your targets as theirs and it will extend the range of your success'

Ray Aherne, Senior Business Partner, Human Resources ESB Networks

'Mary was a fantastic trainer with a huge knowledge and a wealth of hands on experience. Role plays were a core part of the training and I got individual coaching and mentoring following each role play. I would highly recommend this course, I gained valuable skills that I can use in both my professional and personal life'

Lynn Mac Manus, Regional HR Manager, Musgrave Operating Partners Ireland

'The patience displayed and encouragement continually offered throughout was most welcome as was clearly the course content so well delivered. It will be of huge value to me in my legal work. Many thanks again-a really informative, beneficial and interesting 6 days'.

Gerry Lambe Solicitor

'Mary has an easy facilitative style, engaged participants while providing all required knowledge. Excellent use of role play along with practical application of skills and knowledge, really good facilitation skills from Mary'

David Muldoon, Head of Accreditation & Standards, National Learning Network

'Mediation is a key skill required within the HR function and for me it was about learning the key skills required, understanding the Legislation and procedures involved as a practising Mediator as a member of the MII. I loved every minute of the course with Mary, it was delivered in a practical and very interactive way, with a lot of roleplay scenarios, which became easier as I practiced the skills of Mediation. I would highly recommend this course.'

Catherine O'Rourke, Human Resources Manager, Castleknock Hotel

'Mary is excellent in her method of teaching, very tuned into the needs of each student and giving clear guidance and support. The role play was very helpful in understanding how knowledge is applied in practice'

Daniela Jurj, National Coordinator, Migrant Family Support Service

'Mary was a totally professional facilitator. She was a talented teacher, engaging, supportive, encouraging and light-hearted while at the same time ensuring that each individual developed as a competent mediator. Her attention to detail and to each individual was extremely impressive. She just made it all so easy, we hardly knew we were being challenged. I can recommend this programme and Mary as facilitator in the very highest terms and without reservation to all aspiring mediators'

Siobhan Quinn, Retired School Principal