



MII Certificate in Mediation

Accredited by the Mediators Institute of Ireland at Certified Membership Level

Details

Duration: 6 Days

Region & Dates

Online:

Oct 14, 28, Nov 11, 25, Dec 9,
2021 Jan 20, 2022

Time:

9.30 am– 5.00 pm

Cost:

Ibec member: €2,700

Non-member rate: €2,900

Programme Overview:

- To introduce participants to the concept of mediation and its use in settling arguments, disputes and conflict
- To develop an understanding of the process of mediation and the various tasks involved in each step
- To understand the principles involved in effective mediation
- To learn and practice a range of skills for effective conflict resolution and to gain an insight into one's own approach to conflict
- To become more confident as a mediator building a personal style and approach

Programme Outcomes:

On completion of the programme, participants will:

- Have a clear understanding of what mediation entails
- Understand the behavioural differences between individuals and how conflict is dealt with in different ways
- Know how to be a strong and supportive mediator in the workplace
- Develop and improve personal skills of communication, coaching and dealing with conflict
- Be more confident when tackling mediation issues at work, building on a high level of self-awareness of personal strengths in this area

Approach:

The approach of this six-day workshop will be highly interactive and practical. Participants will be encouraged to express their views and to discuss their own experience.

- The presenter is an experienced practitioner who will relate the learning to real-life conflict.
- The use of practical exercises, case studies and role-plays will ensure a high degree of participation and self-learning.
- A flexible approach will be used throughout and priority will be given to the interests and learning of the group.

Who Should Attend?

Experienced human resource professionals, supervisors, managers, other professionals and those with an interest in learning about how to deal effectively with conflict and disagreement. Those who want to improve their communication techniques and those who may be looking at mediation as a career will also find the programme worthwhile



Programme Assessment:

Individual assessments are an integral part of the programme and count towards end of year results as follows:

1. **Project; 2500-3000 words: 50%**
2. **Role play 30%**
3. **Learning Journal 20%**

Contact:

For further information, please contact training@ibec.ie or call 01-6051645

What you said:

“An excellent and well run course which provides participants with a real understanding of the fundamentals of the mediation process. The pace of the course allows participants to develop key skills in a reflective and supportive environment. I recommend it to anyone interested in learning these skills”

Enda Doherty, Manager of Human Resources & Corporate Operations, Pobal

Programme Schedule:

- Different mediation contexts
- Characteristics of a proficient mediator
- Gaining commitment to mediate
- The mediation process
- Tasks required at each stage of the process
- Ground rules
- Demonstration of a mediation case
- A range of skills is introduced, and participants practice each skill as well as integrating these skills into a mediation
- Role play:
 - building rapport
 - active listening
 - process management
 - reality testing
 - framing and reframing
 - dealing with emotions
 - side conferencing
 - option development
 - handling apology
 - reaching agreements
 - drafting agreements
- Managing power differences
- Dealing with barriers and impasse
- Learning from mediations and developing professionally