



# Diploma in Mediation

## Accredited by:

TU Dublin Level 6, Special Purpose Award, 20 ECTS

Accredited by the Mediators Institute of Ireland at Certified Membership Level

### Details

**Duration:** 12 Days

### Dates

Online:

Oct 14, 28, Nov 11, 25, Dec 9,  
2021 Jan 20, Feb 3, 17, Mar  
3, 24, Apr 14, 28, 2022

**Time:**

9.30 am– 5.00 pm

**Cost:**

Ibec member: €3,290

Non-member rate: €3,690

### 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
- To consider how best to introduce mediation into an organisation and what structures and policies need to be constructed

### Programme Outcomes:

On completion of the programme, participants will:

- Explain the differences between mediation, arbitration, conciliation and other approaches to dispute resolution
- Describe the process and skills involved in mediation, and have demonstrated this in practice
- Understand the advantages and disadvantages of using mediation
- Understand the behavioural differences between individuals and how conflict is dealt with in different ways
- Know the characteristics necessary for effective mediators
- Understand and practise an ethical approach to mediation

### Approach:

The approach of this twelve-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.



## Programme Assessment:

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

### Module 1:

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

### Module 2:

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

## Contact:

For further information, please contact [training@ibec.ie](mailto:training@ibec.ie) or call 01-6051645

## Programme Schedule:

---

### Module 1 Mediation Process and Skills (6 days)

- 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:
- Managing power differences
- Dealing with barriers and impasse

### Module 2 Mediation and the Organisation (6 days)

- Why people fight and what to do about it
  - The cost of conflict
  - Approaches to conflict resolution
- Uses of mediation:
  - Employment – bullying and harassment, discrimination, grievance and discipline, performance management, personality clashes, change management.
  - Supplier relationships
  - Customer complaints handling
  - Mergers and acquisitions
  - Commercial – viable alternative to litigation
  - Medical negligence
  - Ombuds schemes
- Systems thinking – one change affects the whole system
  - Mediation and leadership
  - Advantages of using mediation as a business strategy – the business case
  - Conflict analysis
  - Resolution systems
  - Managing change and dealing with impasse
  - Mediation 'fit' with organizational
    - culture
  - The legal system and mediation