



SOLUTION TALK

MEDIATION TRAINING

INTERPERSONAL MEDIATION SKILLS FOUNDATION TRAINING

Solution Talk offer a range of training packages to suit individual needs, one of these being our 5 day foundation course in interpersonal mediation skills. Mediation is fast becoming an important way to help people address problems, thus avoiding conflict and litigation; and is promoted by government as a way to help families, organisations and communities to resolve problems.

THE COURSE EXPERIENCE

This training course encourages active participation, so the more you put in the more you get out. There is a mix of group work, discussion and role-plays. Participants will also be expected to complete a portfolio in order to complete their training and receive their certificate of attendance.

LEARNING TOPICS

- **The Mediation Process** - what mediation can and cannot do, encouraging parties to mediate, visits and meetings, solo & co-mediating, case administration and mediator continuous professional development
- **Skills** - Active listening, questioning techniques, rapport, body language, summarising, empathy, separating facts from feelings, negotiation, self-awareness, conflict management styles, red flags, hooks and triggers, assertiveness, managing difficult behaviour

COURSE AIMS

This course aims to:

- Explore what conflict means for people and enable them to understand different responses to conflict.
- Communicate clearly what mediation is and how it compares with other resolution methods.
- Build understanding of how people in disputes think, feel and behave, and how this contributes to the dispute.
- Enhance your self-awareness and develop reflective practice.
- Cover the mediation process.
- Give you practice in using mediation skills.
- Help you decide what is mediatable and what is not.
- Enable people to deal with conflict more effectively.

TRAINING STANDARDS

- College of Mediators - Approved Interpersonal Mediation Skills Foundation Training Course
- CPD Certification Service - Certified Interpersonal Mediation Skills Foundation Training Course



0161 883 3946 | 07799 584813



info@solutiontalk.co.uk



www.solutiontalk.co.uk