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LBA Excellence Mediation Training Programme



Foundation and Family Mediation Course Information



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What is the LBA Excellence programme?

LBA excellence is a comprehensive programme of training, information, supervision and services to support professional Mediators who aspire to be the best. We believe that mediation is more than a set of add on skills acquired over a few days basic training. Really good Mediators develop their skills and expertise over a much longer period and draw on a balanced combination of theory, advanced skills training, self awareness, practical experience and an understanding of the needs of those in dispute.

LBA excellence aims to support mediators aspiring towards excellence as mediation practitioners through a package of services:

- **Training - both foundation and continuing professional development**
- **Professional Practice Consultancy**
- **Mediation Mentors**
- **Networking and Support Groups with other Mediators.**
- **Practical resources to enable you to set up and run a professional Mediation practice.**

The LBA approach – a comprehensive training package that supports mediators from novice to excellence and offers a mechanism for broadening the areas of mediation they offer.

For many years, those wishing to embark on a career as a mediator have often faced a daunting array of courses in various types of dispute, be it family, workplace, or civil and commercial most of which require you to train from scratch. Often new mediators are trained and then left to find their own way as mediators with little ongoing support and advice.

Those of us who are experienced in Mediation know that becoming a good mediator is a process that takes time and needs support and encouragement. Being in the front line of helping people resolve often life changing disputes is a considerable responsibility and we feel it is important that those undertaking this role are properly trained and supported.

At LBA we also believe in the value of mediators expanding and integrating their skills and knowledge to offer a comprehensive service to their clients.

The LBA Excellence programme therefore:-

Begins with a comprehensive foundation training in fundamental mediation skills. (Essentials Course)

Continues to the processes relevant to all types of Mediation, which includes the essentials for both Community and Workplace Mediation – (Fundamentals Training) This course can also be tailored to meet the needs of specific groups of professionals. (Examples include, intergenerational family mediation, and mediation skills for trading standards officers)

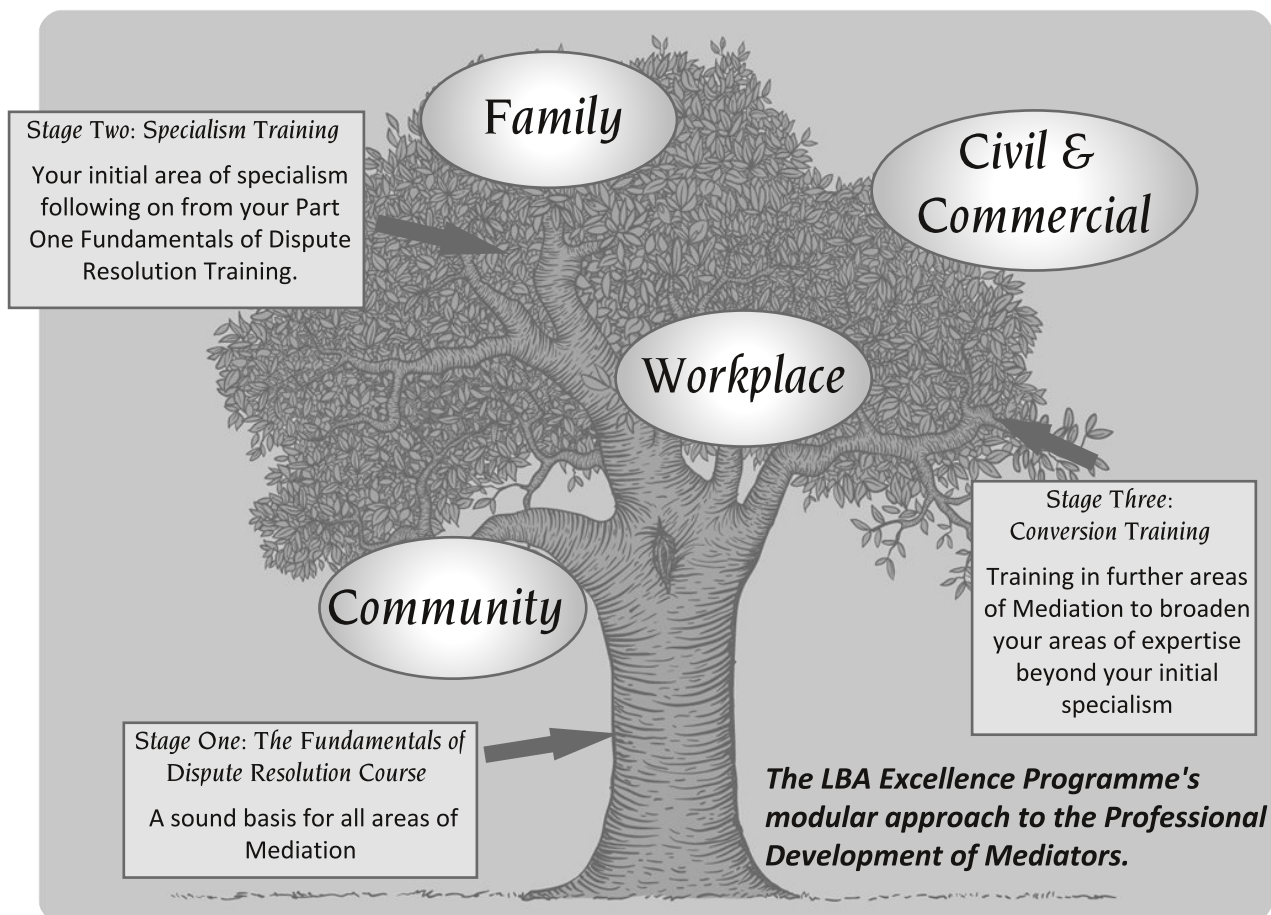
Progresses to a new mediator's initial area of specialism - we currently offer Family and Civil & Commercial courses. We also offer Advanced Specialism Courses for Community and Workplace Mediation – (Specialism Training)

Post training, mediators can look to the LBA Excellence programme for further support through use of its New Mediators network, sources of mentoring and Professional Practice Consultancy, practical tools for setting up in practice, CPD training, and supporting you through to higher accreditation, including your Family Mediation Council Accreditation (FMCA).

After a period consolidating practice, mediators can return to further training in another Specialism without repeating the basic Fundamentals training, expanding the areas of mediation they can offer.

Over time therefore, LBA Excellence mediators can grow from novices to highly accomplished mediators with the support and knowledge of some of the country's most experienced mediators, trainers and academics.

LBA Courses are nationally recognised by The College of Mediators and by the Family Mediation Standards Board for Family Mediation Training .





Entry Requirements for Approved Family Courses.

Trainees who wish to train on an Family Mediation Standards Board Approved course as Trained or Accredited Family Mediators must meet three entry requirements set by the FMSB.

First Requirement

All Applicants must show that they can learn at graduate level. Applicants can demonstrate this by having achieved a Degree, Diploma or some other equivalent form of higher level education award, or by demonstrating an appropriate level of experience equivalent to such.

Second Requirement

All Applicants ideally should be able to show at least three years experience of working in a related field. Relevant areas or work experience would include either direct communication with families (examples of such roles include teachers, social workers, family solicitors and health professionals working in relevant departments), or in a non-adversarial alternative dispute resolution role. This could be Mediators working in other areas of dispute (Civil & Commercial etc) or trained outside of England and Wales, Arbitrators, Collaborative Law professionals or a previous role within a company that required you to help negotiate between different parties.

Third Requirement

All Applicants will need to demonstrate that they are of Good Standing. This requirement has been brought in to prevent individuals who have previously been ejected or disbarred from other professions or employment for professional misconduct from training as Mediators. This requirement will also apply retrospectively to all existing Mediators. Details of the exact procedure have not yet been released by the FMC, however it is understood that applicants will be required to sign a declaration to affirm their previous good conduct.



Level One: Essential Mediation Skills.

This course is the first course for those wishing to train as professional mediators and teaches the basic skills of a mediator. Those wishing to join the College of Mediators or other Approval Body as a professional mediator (e.g. Family Mediation) must also complete the Level Two (Fundamentals) course before they can join or if they wish to progress to the relevant Level 3 specialist training.

The course is six 3 hour online sessions over three weeks and covers the following topics:-

Session 1 – Understanding Conflict

Session 2 – The principles, processes and skills used by the mediator

Session 3 – First mediation skills practice.

Session 4 – Exploring the stages of the mediation process.

Session 5 – Mediation Models and Styles

Session 6 - Making Mediation Accessible and Safe

Full details of the Essentials course are in the learning outcomes section of this pack.



Level Two: The Fundamentals of Dispute Resolution.

This course is the first course which leads to a qualification for those wishing to train as professional mediators. Delegates must have already attended the Essentials course to be recognised as a qualified mediator upon completion of the Fundamentals Course. Successful completion enables you to join the College of Mediators as a “Trained Mediator” for Community and Workplace Disputes. We recommend that those who wish to be Community or Workplace mediators further develop their skills by attending our optional post training Advanced Skills CPD Courses. Those wishing to join the College of Mediators or other Approval Body for other areas of mediation (e.g. Family Mediation) must also complete the relevant Level 3 specialist training.

The course is a combination of a two day face-to-face Mediation Skills School and three 3-hour Online sessions, and covers the following topics:-

2-Day Primary Mediation Skills School

(Day 1) - In-person Individual Assessment and Mediation Skills Practice

(Day 2) - Dealing with High Conflict & Impasse and Co-mediation skills

Session 3 - Online MIAMS Practice

Session 4 - Online Mediation Practice

Session 5 - Online Initial assessment of skill and knowledge

Full details of the Fundamentals course are in the learning outcomes section of this pack.



Level Three: Mediation Specialism

These courses follow directly on from the Part One courses and are for those wishing to specialise in a specific area of mediation and be able to join national registers such as the College of Mediators as a Trained Mediator in that area. These courses can also be accessed by trained mediators (i.e. those who already hold qualifications which would enable them to join the College of Mediators at, at least, Trained Mediator level), for example a community mediator who would like to offer Civil & Commercial mediation. If you would like to attend our Family Specialism course to convert from another area of mediation, please contact us for the most up to date information on family mediation conversion courses.

Current Level Three courses:-

Family Mediation

The course is a combination of two face-to-face Mediation Skills Schools and six 3-hour Online sessions, and covers the following topics:-

Advanced Mediation Skills School

(Day 1) - The Impact of conflict on children and families & Understanding Child Inclusive Mediation

(Day 2) - Mediating Safely: - Specialist knowledge and skills for Family disputes

Session L1 – 1st Family Law Day

Session A – Understanding All Issues Mediation and explaining financial disclosure

Session L2 - 2nd Family Law Day

Session B - Conducting mediation safely:-Specialist knowledge and skills for family disputes



Level Three: Mediation Specialism

Session L3 - 3rd Family Law Day

Session C - Undertaking an initial mediation meeting in an AIM and property and finance case.

Final Mediation Skills School

(Day 1) - Final Family Law Day, Gathering financial disclosure, Developing Options and reaching agreement

(Day 2) - Back to basics and next steps

(Day 3) – Formal Assessment of skill and knowledge



Post Training Support

Once Mediators have completed their initial training they can choose to have further support to develop their skills and knowledge as mediation practitioners.

How we can help.

OASIS (Ongoing Accreditation Support & Information Scheme) is a post training support scheme for our LBA Excellence graduates and those to whom we offer Professional Practice Consultancy.

OASIS is there to offer support, practical help getting started, training and information to new mediators starting out on their professional mediation career. Whether you hope to set up your own mediation practice or develop your skills within an established practice, you can pick and mix from a range of options to tailor your support to your needs.

While the onus is still on all new Mediators to find their own Professional Practice Consultant and a source of mediation cases for their portfolio, LBA was one of the first training companies to offer a comprehensive support package to its trainees, offering help and links to PPCs with available space and opportunities for new mediators to use their new skills in a supportive environment.

We now are able to offer a clear, 3-stage progression route from observation to coworking for trainees. We can also offer:

- **Support and guidance in working towards and achieving your FMCA status if you are a family mediator**
- **Support and guidance on professional development to enhance your knowledge, skills and level of professional recognition.**



Getting Case Experience

If you hope to progress as a professional mediator you will need case experience. You may also need some support when you first start mediating real cases until you gain the confidence that only real mediation experience can bring. Gaining initial experience can be a real challenge - Below are two ways we can help with this.

Mediator Match:

Whilst mediators can just set up and practice, most professional mediators recognise that they need time to build up confidence and experience. Join our Mediator Match group for opportunities to either observe or Co work on MIAM and mediation sessions with both LBA Mediators and other carefully chosen participating mediation services.

Benefits include:

- **Gaining knowledge of a range of mediation styles and confidence in your own developing style.**
- **Experience of dealing with a wide range of difficult situations whilst supported in the room by your experienced co worker.**
- **A chance to demonstrate your level of ability to potential mediation employers.**
- **Access to cases so you can work towards higher accreditation such as your FMCA.**

Personal Mentoring:

For mediators who would like to set up their own practice, attract their own clients and become established as a credible mediation provider in their area. You can buy in an accredited mediator or PPC to work with you on your early cases. A mentor mediator will charge you for their time working on a case but you will be responsible for organising the meeting and all administration (with the exception of drafting outcome letters to clients if you are not experienced enough to do them yourself).

Benefits include:

- **On the spot support, guidance and tuition using real cases.**
- **Gaining confidence in your own developing mediation style and picking up helpful hints and tips by watching your mentor in practice with you.**
- **Ability to deal with the wide range of difficult situations which as a new mediator working alone you would not have sufficient experience to manage.**

- **The chance to establish your practice from the start as a credible, professional and effective mediation provider through the provision of professionally guided and supported practice and procedures.**
- **Generating your own cases so you can work towards your FMCA.**

Professional development:

In addition to help with your cases we can offer you lots of opportunities to develop your knowledge and skills, share ideas and experience and mutual support. We are setting up an LBA graduates community of practice where you can communicate with each other across courses, identify the help you would like and liaise with us to organise it.

The New Mediators Network (NMN) WhatsApp group enables you to group together around specific needs that you may have around training and development and then come to us to arrange it for you. This could be around:-

- **Specific training needs – e.g. dealing with high conflict, understanding pensions in mediation, how to complete your portfolio, marketing mediation... etc - you decide the topic**
- **Skills Practice sessions – have an experienced mediator/ trainer give you feedback on a roleplay practice covering the issues you want to practice.**
- **Group supervision – have a guest PPC provide a group supervision session for up to 6 participants.**

Other info that will go out on NMN will include:-

- **Other mediation opportunities and jobs we hear about.**
- **Helpful info on mediation developments**
- **Articles**
- **Video tutorials**

All family mediators are required to keep an official log of their professional development. This can be from a range of training and activities but must represent at least 10 hours work a year and must be deemed appropriate by the FMC and your professional body.

To ensure your professional development is current, relevant, interesting and meets your own specific development needs, we offer:-

- **A range of high quality recognised training.**
- **Opportunities to network and practice your mediation skills in a supportive environment.**
- **Offer discussions and both individual and group study activities, both face to face and online.**
- **A helpful guide to your Post Training steps towards Accreditation.**



CPD Training Courses that really meet Mediators' needs

LBA Excellence draws together the considerable experience and knowledge of a range of practitioners, trainers, consultants and academics and combines it with the front line information we gain from our community of practice and other sources to devise training that really meets mediators needs.

Our CPD courses offer the opportunity for mediators to learn more advanced skills, deal with difficult situations and develop the services they can offer. We aim to support mediators to develop holistically, attending to five equally important aspects of a good mediator's development:-

- Theory
- Practice Experience
- Skills
- Personal values and experience
- Understanding client's needs

Examples of CPD courses offered include:-

- Involving Children and Young People in Mediation.
- Training to be a Professional Practice Consultant.
- Dealing with High Emotion and Impasse.
- Cross Cultural and Gender Issues in mediation
- Understanding the FMCA
- Child protection issues in mediation
- The Impact of Body Language on Mediation
- Different mediation models
- Impact of client's mental and emotional state on mediation outcomes
- Legal Knowledge updates for Mediators
- Advanced All Issues Mediation
- Pathway for Progress
- Reaching for the Skype

LBA Excellence also runs courses in conjunction with higher academic qualifications at both undergraduate and post graduate levels.



Special information for newly trained family mediators who want to work towards accreditation.

The FMCA (Family Mediation Council Accreditation) is the badge of recognition for a fully qualified family mediator. You will have to achieve accreditation normally within 3 years of doing your approved LBA Excellence foundation training. You will not be able to do Legal Aid funded mediation or sign formal documentation yourself without completing your FMCA.

What you can and can't do.

As a newly trained but unaccredited mediator, you will be listed with the FMC as a "Trained Mediator" rather than a "Accredited Mediator".

As a new mediator coming off our family foundation training course, you will be able to start practicing pretty much straight away. You are however required to have a higher level of supervision from your Professional Practice Consultant and obtain your Accreditation within 3 years.

You can...

- **Describe yourself as a Mediator registered with the FMC and working towards fully qualified status.**
- **Undertake pre-mediation meetings and mediations either as a sole mediator or by co mediating.**

You cannot...

- **Conduct a MIAMs (Mediation Information and Assessment Meeting) or sign the mediator section of any court papers (C100, FM1 etc).**
- **Issue any MOU's or outcome statements etc without the approval of your PPC.**

You must...

- **Register with the FMC as a Trained Mediator until you gain accreditation to register as an Accredited Mediator.**
- **Completed the required pre practice observations and discussions with your PPC**
- **Have a minimum of 4 hours supervision a year**
- **Have extra 10 hours supervision over the period you are working towards accreditation.**
- **Obtain enough mediation experience to successfully complete your accreditation portfolio.**
- **Adhere to all the professional development, insurance and professional membership requirements of the FMC and your member body.**
- **Keep a formal log of your adherence of these requirements.**

Please see the FMC guidance for Family Mediators for more information.

To become a FMC Accredited Mediator, you will incur further professional development and supervision costs in meeting the above FMC requirements. Costs vary depending on the time you take to become accredited, the cost of your professional practice consultancy and your professional membership and insurance. LBA Excellence prides itself on offering high quality post training support and information at a price new mediators can afford.



How much does it typically cost to train as an accredited Family Mediator?

Post training costs for mediators working towards their FMCA

Following successful completion of your Family Mediation Foundation Training course, mediators who wish to be registered with the Family Mediation Council will need to work towards their accreditation (FMCA). Below is a list of the key expenses you are likely to incur post training in working towards your FMCA. The figures given here show a range of costs as different providers charge different rates often depending on status (voluntary sector or private) and location.

We hope the below figures will give you an idea of potential costs post training but do please shop around and check current prices of different providers. It is also worth checking with all the member bodies of the FMC to obtain lists of qualified PPC's, suitable post training professional development courses and membership and insurance rates.

Typical Post training costs

Membership of a Family Mediation Council member body.

£59 - £200 pa

Professional insurance cover

£200 – £250 pa.

FMC registration

£60 pa.

10 hours professional development

£120 - £400 pa

FMC Accreditation assessment

£275

Professional practice consultant or PPC*.

£35 to £150 per hour

**Min PPC requirement is 4 hours a year plus an additional 10 hours over the period while working towards your FMCA (between 1 and 3 years)*

Our Core Trainers



Lorraine Bramwell

Lorraine trained as a mediator in 1995 having already had a number of years professional experience working with people in dispute in a range of situations.

She is accredited both as a Family and Civil and Commercial mediator and became a Legal Services Commission recognised mediator in 1998. Over the last 27 years she has successfully mediated many hundreds of cases and has resolved disputes in family, workplace, civil and commercial, education, voluntary sector and disability issues. She is an Approved Member of the College of Mediators, has a Masters degree in Mediation and Conflict Resolution, degree in Psychology and a post graduate Diploma in Applied Social Studies.

Lorraine is also a well established national trainer of mediators. She has developed and teaches a number of specialism including consulting children in mediation and managing high conflict cases; her first book on mediation practice being on mediation and domestic abuse. Lorraine acts as Professional Practice Consultant to a number of other practitioners and services. Nationally, she has held the positions of both the Director and Chair of the College of Mediators and as Chair of the College of Mediators Professional Standards Committee. She continues to play an active role in the development of mediation standards as a member of the Family Mediation Standards Board. She is also a national FMCA assessor.



Andrew Sims

Andrew is an experienced independent Mediator, in full time practice. He regularly practices in the fields of family, commercial, workplace / employment and community mediation. He also has experience in planning cases, peer (youth) mediation, placements for foster care and wills and probate disputes.

Before becoming a mediator, Andrew had a business background and a degree in Social Psychology. He is an 'Approved Mediator' with the College of Mediators and a member of the Civil Mediation Council



Katherine Stylianou

Katherine has been a practicing mediator since 1995, accredited in family mediation, qualified to talk to children in child inclusive mediation, and in SEN mediation.

Until recently Katherine spent over 30 years as a Senior Lecturer writing, developing and leading modules in Mediation Skills, Alternative Dispute Resolution and Evidence on undergraduate and postgraduate courses. Katherine has additionally, since 2010, been training mediators in generic and family mediation skills.

She is currently an advisor to the College of Mediators and has previously served on their Professional Standards Committee.

Katherine has also, since 2015, been a Professional Practice Consultant, supporting and monitoring the practice of trainee and experienced mediators.



Jan Coulton

Jan is a recognised name in the field of mediation and is an experienced trainer approved by the Family Mediation Council. It is her extensive knowledge of the subject that has gained her invitations to lecture and present at conferences worldwide. She also writes and delivers bespoke training courses and provides Professional Practice Consultancy (PPC) to professional mediators who are accredited or working towards accreditation.

Jan has been recognised nationally for her 30 years of work in family mediation, having received the National Mediation Awards two years running. She has a solid legal background, having qualified as a solicitor in 1980.

Jan is a former Chair of The College of Mediators and has been involved at national level in formulating policy relating to family mediation and professional practice. She is a committed mediator, accredited by the Family Mediation Council and is passionate about ensuring best practice by way of accredited mediation standards. Jan is a trained assessor and supervisor for accredited mediation programmes.

When not working Jan is a marathon cold water swimmer, a Channel swimmer and a bronze medal holder at the Winter Swimming World Championships, Siberia 2016.

Our Family Law Specialists



Edd Palmer

LLB (Hons). LLM (Distinction). Dip.P.G.L.S

Edd Palmer is a practicing Barrister and Family Mediator, who was called to the Bar by Lincoln's Inn in 2000 and is a member of the Honourable Society of Lincoln's Inn, the Family Law Bar Association and the Public Access Bar Association. He specialises in Family Law, Landlord and Tenant and General Common Law.

Edd teaches on the Family Law day of our Family Specialism Course but is also a trained Family Mediator, having trained with ADRg in 2013. He is also a Director of Legalhelpers Limited.



Anita Craig

LLB (Hons). LLM. PGCE. Barrister-at-Law (Unregistered)

Anita came to law as a second career after a successful twenty years running her own catering and hospitality business.

She was called to the Bar in 2003 and completed her Master's Degree in Family Law a year later, before going on to do a further Degree in Education.

She has enjoyed more than 10 years as an academic, teaching at various institutions: most recently, Manchester Metropolitan and Staffordshire Universities.

Our External Course Assessor



Marian Roberts

Marian is a qualified barrister and social worker who has been in continuous practice as a family mediator since 1982, in one of the first family mediation services in this country.

Her practice focuses on high conflict disputes over children and she is also a certified member of the European Network of Cross Border Mediators. Marian was responsible for overseeing the creation and development of National Family Mediation's national training and professional practice framework in the 1990s. She co-managed the first Department of Health funded child protection mediation scheme in the UK. She was also a member of the

reunite Steering Group on Child Abduction and Mediation and one of its original mediators where she continues to be involved as professional practice consultant.

Previously a Governor of the former UK College of Family Mediators (now the College of Mediators), and a founding member and former Chair of its Professional Standards Committee, Marion is now a College Advisor. She has represented the College of Mediators on the Family Mediation Council (FMC), the Ministry of Justice Steering Group on Family Mediation, and the Legal Service Commission's Working Group on the Mediation Quality Mark and a member of its Mediation Advisory Group. She is currently on the Experts' Forum of the Ministry of Justice Voice of the Child Dispute Resolution Advisory Group.

As Visiting Fellow at the London School of Economics and Political Science (LSE), she taught mediation modules on the London University Masters in Law (LL.M) Alternative Dispute Resolution course and now teaches on the LSE ADR LL.M. She has been Professorial Research Associate in the Department of Law at the School of Oriental and African Studies, teaching on its ADR LL.M until 2015. Marion has also written a number of books on mediation, several of which are key texts used in our LBA Foundation courses.



Learning Outcomes Foundation Training Course - Level One: Essential Mediation Skills.

Session 1 - Understanding Conflict

By the end of the session participants will have:-

- Gained an overview of the course content, style of delivery and course ethos.
- Explored conflict and how it arises, its sources, its impact on the parties and methods of resolution.
- Been encouraged to explore their personal experience of conflict and how it affects them.
- Considered how mediation is experienced by those in dispute.

Session 2 - The principles, processes and skills used by the mediator

By the end of the session participants will have:-

- Gained an understanding of positions, interests and needs in conflict and how a mediator uses both the mediation process and a range of skills and techniques to clarify interests and need that drive disputes and identify areas of common ground.
- Understand the key skills and processes mediators use to help resolve disputes.

Session 3 - First mediation skills practice.

By the end of the session participants will have:-

- Completed their first roleplay mediation practice session to practice key skills and processes.



Learning Outcomes

Foundation Training Course - Level One: Essential Mediation Skills.

Session 4 - First mediation skills practice.

By the end of the session participants will have:-

- Explored and practiced the stages of the mediation process in detail using demonstration and role play.

Session 5 - First mediation skills practice.

By the end of the session participants will have:-

- Learnt about the main models of mediation
- Gained an understanding of how different mediation models and styles are used in different areas of mediation (e.g. family, civil workplace etc).
- Explored participants own “natural style” and how this interacts with the needs of the clients and different mediation models

Session 6 - Making Mediation Accessible and Safe

By the end of the session participants will have:-

- Considered the value of pre mediation meetings in a range of mediation contexts.
- Understood the importance of pre mediation in ensuring that each party can take part in mediation on a safe and equal basis.
- Explored the impact of abuse and intimidation in mediation.
- Gained an awareness of specific needs arising from cultural, gender or disability issues in mediation.
- Learned the 3 stages of a good pre mediation process.
- Considered some of the key tools used to deal with power imbalance including co working and shuttle mediation.



Learning Outcomes

Foundation Training Course - Level Two: Fundamentals of Dispute Resolution.

Primary Mediation Skills School - Practicing the mediation process and making it safe and accessible.

Day 1 - Mediation Practice with a case with safety and accessibility issues

By the end of the day participants will have:-

- Completed a role play practice session applying the 3 stages of a pre – mediation meeting in preparation for a mediation session.
- Established key issues for discussion.
- Ensured mediation can be offered safely and accessibly.
- Practiced mediation skills through role play stages 1 -5
- Practiced appropriate use of mediation skills and processes to ensure discussions are managed safely and impartially.
- Practice enabling parties to find their own solutions to the issues that have brought them to mediation.



Learning Outcomes

Foundation Training Course - Level Two: Fundamentals of Dispute Resolution.

Primary Mediation Skills School - Practicing the mediation process and making it safe and accessible.

Day 2 - The impact of perceptions, stereotypes and prejudice on mediation and skills for dealing with high conflict

By the end of the day participants will have:-

- **Considered the impact of both the mediators and the client's perceptions and assumptions on mediation.**
- **Discussed the pro's, cons and practicalities of co working.**
- **Practiced a pre meeting for a mediation where perceptions and assumptions are an issue.**
- **Practiced mediation skills through role play stages 1 -5**
- **Practiced appropriate use of mediation skills and processes to ensure discussions are managed safely and impartially.**
- **Explored the challenges of managing high emotion or conflict in mediation sessions**
- **Understood some of the common drivers of high conflict and impasse**
- **Considered and practiced skills for dealing with difficult situations. For example, high conflict or emotion, walk outs, or impasse.**



Learning Outcomes

Foundation Training Course - Level Two: Fundamentals of Dispute Resolution.

Session 3 - Pre-Mediation Practice for a high conflict case.

By the end of the day participants will have:-

- Practiced using the pre mediation session to check for and plan the management of potential high conflict or emotion.

Session 4 - Mediating a high conflict case.

By the end of the day participants will have:-

- Practiced mediation skills through role play stages 1 -5
- Practiced appropriate use of mediation skills and processes to ensure discussions are managed safely and impartially.
- Practiced skills to manage high conflict.
- Practiced enabling parties to find their own solutions to the issues that have brought them to mediation.

You will also have:-

- Learnt about the current landscape in terms of national mediation organisations, how mediation is (or is not) regulated, competency schemes and implications for a mediators career development.
- Discussed next steps including post course support, professional membership and career development (for those not progressing to a specialism course)
- Prepared for your initial course assessment



Learning Outcomes

Foundation Training Course - Level Two: Fundamentals of Dispute Resolution.

Session 5 - Initial Formal assessment of skill and knowledge

Successful completion of the course is formally assessed through a role play of a mediation session. Course participants work in teams; each team member does a half hour assessed role play with the rest of the team acting as parties/ observers. Each role-play is followed by a debrief and discussion aimed to further illustrate participants understanding and ability to reflect upon process, skills, theory, client need and their own responses.

The role-plays are videoed for participants to review and discuss at a later stage. They are also used to review assessments.



Learning Outcomes Foundation Training Course Level Three: Specialist Family Mediation Training

Pre course entry requirements

All participants must have successfully completed the LBA Excellence Essentials and Fundamentals training described above.

Family Mediation training applicants must also meet the FMC entry requirements as specified in section 3a of our application form. Full attendance is required for each day to successfully complete this course.

It is not currently possible to convert to a FMC recognised Family Mediator from another area of mediation by only attending our family specialism course as a conversion course. This is due to a change in FMC rules introduced in 2018.

Advanced Mediation Skills School - Mediating Challenging Family Disputes.

Day 1 - Impact of conflict on children and child inclusive mediation

By the end of the day participants will have:-

- Revised the basic mediation processes, skills and techniques
- Considered how these apply to a family mediation context
- Explored the basics of Family Systems theory
- Considered the impact of Individualist and Collectivist cultures on family disputes and mediation.
- Considered the impact of loss and change as a result of family breakdown on both the immediate and wider family
- Explored the impact of family conflict and separation and divorce on children and young people, including the effect of Domestic abuse and child protection issues.



Learning Outcomes Foundation Training Course Part Two: Specialist Family Mediation Training

- **Considered the ways in which voice of the child /young person is heard when resolving disputes.**
- **Applied the 3 stage intake process to a family mediation context with special focus on Domestic Abuse and Disability issues.**
- **Considered what might need to be in place to enable both parties to take part in mediation on an equal basis.**
- **Begun to consider the issue of managing high conflict and high emotion in family mediation sessions.**
- **Practiced working through the 5-stage process in a challenging family dispute.**
- **Practiced using appropriate skills to manage power imbalances and high conflict and emotion.**
- **Have had an opportunity to explore how mediators deal with difficult issues in family disputes. Typically this would include:-**
 - **Dealing with serious power imbalances.**
 - **Screening for Domestic Abuse and Child Protection issues.**
 - **Mental Health and Drug Use issues.**
 - **High emotion and Impasse.**
 - **Anti-discrimination and mediation – Culture, Gender and Sexuality.**



Learning Outcomes Foundation Training Course Part Two: Specialist Family Mediation Training

Advanced Mediation Skills School - Mediating Challenging Family Disputes.

Day 2 - Mediation practice session for a high conflict case with potential power imbalance issues.

By the end of the session participants will have:-

- **Explored the definitions of Domestic Abuse.**
- **Understood the potential impact of Domestic Abuse on a person's ability to negotiate on an equal basis.**
- **Explored the use of questions to effectively screen for instances of Domestic Abuse.**
- **Practiced screening for domestic abuse at during a MIAMs.**
- **Understood the importance of putting the safety of both adults and children first and knowing when mediation is inappropriate and how to end mediation safely.**
- **Practiced safely managing a mediation where domestic abuse has been an issue using appropriate ground rules.**
- **Practiced applying knowledge gained on the course to mediate a complex case affected by various power imbalances and high emotion or conflict.**



Learning Outcomes Foundation Training Course Part Two: Specialist Family Mediation Training

Session A - Understanding All Issues Mediation and explaining financial disclosure.

By the end of the session participants will have:-

- Considered how the 5 stage mediation process relates to AIM cases.
- Become familiar with a standard AIM disclosure pack.
- Understood and practiced explaining the purpose and use of an AIM disclosure pack to clients.
- Understood and practiced explaining the purpose of Memorandums of Understanding and Open Financial Statements.
- Considered and understood the Without Prejudice and confidential nature of AIM together with the limitations on these.

Session B - Conducting mediation safely:-Specialist knowledge and skills for family disputes

By the end of the session participants will have:-

- Practiced undertaking a MIAMs with each party in a case where issues regarding children, property and finance all need to be resolved.
- Ensured that they have adequately completed all 3 parts of a MIAMs meeting.
- Explained how mediation can be used to help resolve AIM and property and finance issues.



Learning Outcomes Foundation Training Course Part Two: Specialist Family Mediation Training

Session C - Undertaking an initial mediation meeting in an AIM and property and finance case.

By the end of the session participants will have:-

- Practiced though role-play all 5 stages of an AIM case and understood how it progresses from initial dispute to securing agreement
- Explored how emotional or child related issues can impact on financial discussions and how to deal with this.



Learning Outcomes Foundation Training Course Part Two: Specialist Family Mediation Training

In addition there will also be 3 sessions devoted to various aspects of Family Law (sessions L1 - L3) spread throughout the family specialism course.

By the end of these sessions participants will:-

- **Have gained knowledge of the legal context for clients in family disputes in the following areas:-**

Marriage partnerships divorce and separation

Courts and court procedures

Children

Domestic abuse

Welfare benefits

Finance and property

Public funding and the LSC

Anti-discrimination legislation

Human rights legislation

Health and safety legislation

- **Understood why it is important for mediators NOT to give legal advice or opinions**
- **Understood the value of clients getting legal advice to ensure informed choice.**
- **Understood the purpose of MIAMS and who can sign the relevant court forms.**



Learning Outcomes Foundation Training Course Part Two: Specialist Family Mediation Training

Final Mediation Skills School – Mediation Skills consolidation and Final practice assessment (In person mediation)

Day 1 - Practicing All Issues Mediation Skills

By the end of the session participants will have:-

- **Considered how financial disclosure is obtained and shared both online and in person.**
- **Practiced this in taking forward our mediation through the financial disclosure stage**
- **Considered how to write an Open Financial statement and looked at examples of these.**
- **Explored how to enable parties to generate options to meet their needs**
- **Practiced managing this part of the mediation process in our ongoing AIM mediation case.**
- **Practiced moving the parties forward to securing an agreement**
- **Considered how to write Memorandum of Understanding and looked at examples of these.**
- **Understood how this and the Open financial statement can be utilised by the parties in the drafting of a consent order.**



Learning Outcomes Foundation Training Course Part Two: Specialist Family Mediation Training

Final Mediation Skills School – Mediation Skills consolidation and Final practice assessment (In person mediation)

Day 2 - Back to basics and next steps

In the final taught day participants:-

- Consolidate the skills and knowledge gained on the course through a final role play.
- Learn about the current landscape in terms of national family mediation organisations, regulation around publicly funded mediation and MIAMS, competency schemes, advanced family mediation skills and training and implications for a family mediator's career development.
- Discuss next steps including post course support, professional membership and career development.

Day 3 - Final in-person Formal Assessment of Mediation Skills

Formal assessment includes two pieces of work which are submitted at the end of the course:-

1. An assessed role play

Participants attend assessment in small groups. Each group member does half an hour assessed role play with the rest of the group acting as parties/ observers. Each role-play is followed by a debrief and discussion aimed to further illustrate participants understanding and ability to reflect upon process, skills, theory, client need and their own responses. The role-plays are videoed for participants to review and discuss at a later stage. They are also sent to the courses' external assessor for marking and detailed feedback.

2. The production of a written Memorandum of Understanding.

This is set during the course and is marked as part of the final assessment after the end of the course.



Cancellation Policy

We always try to be understanding where course participants have to change a course booking due to circumstances beyond their control. We do however need to make charges in most cases to protect the viability of the course for everyone else.

A £500 deposit is required on booking to secure a place on our Foundation Courses. Deposit refunds are not normally possible but we will always try to be sympathetic in the case of exceptional circumstances. All refunds are at the discretion of Lorraine Bramwell Associates.

For booking cancellations two weeks or less prior to the start of the course or failure to attend will result in the invoice needing to be paid in full.

If you are unable to attend the course you may be able to send another person in your place at no extra charge, providing they meet the course entry requirements – please let us know if you need to do this. You may also change your booking to a later course. We may need to charge an admin fee of up to 25% of the invoice total to do this.

Where you have agreed to pay the course fee in instalments, your certificate will not be issued until the last instalment is received. Should you not pay your final instalment within 6 months of successful completion of your course, LBA reserves the right to cancel your certification without refund. You will then need to attend further training with us or another recognised provider at your own cost.

If we need to cancel a course, we will refund your course fee or book you a place on the next available course, which ever you prefer.

(Non payment of invoices beyond 30 days may result in interest being applied at the statutory rate of 8% plus the Bank of England base rate for business to business transactions.)

Equal Opportunities Policy

LBA has an equal opportunities policy that is made available to all paid, subcontracted and voluntary staff plus clients, trainees and supervisee's. It outlines the practical steps we expect those working for us to take to try and ensure our service is accessible to everyone who wishes to use it. It also outlines action taken where a breach of this policy has occurred.

Throughout its dealings, LBA seeks to provide an individual service tailored to the specific needs of its users. We are committed to making our service as accessible as possible to all those who wish to use it regardless of their race, colour, ethnic or national origin, gender, marital status, sexual orientation, age, disability or religion.

Putting this principle into practice

For everyone who approaches our service we will: -

- 1. Check if they have any particular needs to enable them to use our service on as equal a basis as possible as other clients and in particular other parties in the same case.**
- 2. Provide, where practically possible: -**
 - A venue that meets the access needs of each client.**
 - Production of written material in a format that is accessible to each client. In practice this may mean large print, audio tape, clear simple language etc**
 - The provision of an interpreter at mediation sessions.**
 - Meetings and events run at a time and in a way that enable clients to take part on an equal basis.**

All LBA paid, sub contracted and voluntary staff: -

- **Will avoid making assumptions about the needs, views, potential actions or abilities of any individual client based on race, colour, ethnic or national origin, gender, marital status, sexual orientation, age, disability or religion.**
- **Will instead seek to clarify the above with each individual client throughout the time we provide a service to them.**
- **Will attempt to meet any access needs as described above.**
- **Be aware that both they as individuals and also our clients may sometimes hold stereotypical views of particular groups in Society that may not be founded in fact. When dealing with such views with others it may be helpful to politely question the basis for assumptions made and ensure that decisions are not made on the basis of Prejudice rather than fact.**
- **Where a member of staff (paid or voluntary) is concerned that they may hold stereotypical views of a particular group or situation they are encouraged to discuss this matter in confidence and with the LBA supervisor.**

Breaching this policy.

Where there has been an alleged breach of the above policy by someone working with LBA, this matter will be fully investigated by the supervisor (or by an LBA director or external supervisor if the allegation is made against the supervisor).

Both the person alleged to have breached this policy and those making the allegation will be given the opportunity to put forward their viewpoint.

Where it has been decided that there has been a breach of policy, LBA would in most instances seek to rectify the situation by offering an apology for this breach and taking action to try to ensure this matter did not arise again. In practice this would mean offering support and training to the person breaching the policy where this breach had been the result of lack of information about the subject. This would require the member of staff to express a commitment to increasing their understanding of the area in question.

However, should the breach of this policy be, in the opinion of the supervisor and directors to be extremely serious, ongoing or where the member of staff committing a breach showed no intention to review the attitudes or actions which led to this breach, then that person will be asked to cease working for LBA.

Other suppliers

LBA would always seek where possible to provide information to clients on other sources of support and advice that operated Equal Opportunities Policies.



Complaints Procedure

Lorraine Bramwell Associates actively welcomes comments both positive and negative about our service. It is very important to us that we provide a service that meets people's needs. If for any reason you're not satisfied with the service you have received from us please tell us as soon as possible so that we can take steps to investigate any complaint and take action to rectify it where possible.

What you can do if you are not happy with our service.

Step 1

Tell the person who provided the service that you are unhappy and why. It may well be that our mediator, trainer, or member of administrative staff was not aware of your concerns and may be able to sort the matter out to your satisfaction.

Step 2

If you do not want to talk to the individual member of staff or have already tried this and are still not satisfied, you can write to, ring or e-mail the service Professional Practice Director Lorraine Bramwell. She will contact you by phone to discuss your concerns, talk with the members of staff involved, ensure that service policies and procedures have been adhered to and send you a letter outlining a her findings and any corrective action that needs to be taken.

If the mediator or trainer about whom you have a complaint is Lorraine Bramwell, another senior LBA Associate, will deal with the complaint. They will follow the same procedure as described above.

Step 3

LBA hopes that we would be able to resolve any complaint using the above procedure. However, should you still feel that your complaint has not been addressed, you are welcome to contact the College of Mediators (see contact details overleaf) of which Lorraine Bramwell Associates and its mediators are members.



Complaints Procedure

Contacts regarding a complaint

Lorraine Bramwell, Director of Lorraine Bramwell Associates can be contacted regarding any concern by:-

Ringling: 01793 887 227

Emailing: lorraine.bramwell@bestwayforward.com

Or by writing to:-

**Lorraine Bramwell Associates
Park House
Church Place
Swindon
Wilts
SN1 5ED**

The College of Mediators can be contacted at:

**The Old Forge
32A High Street
Islip
Northants
NN14 3JS
Tel: 08081 753406
Email: admin@collegeofmediators.co.uk**