



Foundation Mediation Training

21st & 22nd September - online
6th, 7th & 8th October - in person
14th October - online
Telford TF3 4HS

This six-day accredited training course is designed for individuals who want to build their knowledge, confidence and practical skills in conflict resolution.

Whether you are looking to move into mediation or significantly strengthen your communication and conflict management skills within your current role, this course provides a robust, practice-based foundation that you can apply immediately.

On successful completion, you will be eligible to register as a Trained Mediator with the College of Mediators, enabling you to work within community and workplace mediation settings.

The training is delivered by experienced, practising mediators who bring real, up-to-date insight from their current practice. This allows us to ground the learning in live challenges, realistic scenarios and relevant case studies, ensuring the training reflects the complexities of mediation in practice today.

Delivered through a hybrid model, the course combines flexible learning with in-person sessions that focus on practical and interactive development. You will take part in role play, case studies and skills-based exercises, giving you the opportunity to build confidence and apply your learning in a supportive environment.

The course also provides a pathway into specialist areas of mediation, including SEND.

Following the training, there are opportunities for ongoing support and supervision with our Professional Practice Consultants (PPCs), supporting you to take the next steps and begin your mediation practice with confidence.

The course is delivered in small groups to maintain a high quality learning experience and provide individual support throughout.

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Learning Outcomes

By the end of this programme, learners will be able to:

- Explain the history and development of mediation and critically evaluate the ethical principles and value base that underpin contemporary mediation practice.
- Analyse key theories of conflict and conflict resolution and assess their relevance and application within mediation settings.
- Demonstrate core mediation skills and strategies, including active listening, questioning, reframing, and summarising, through participation in simulated case study scenarios.
- Explain and apply the negotiation model that forms the foundation of modern mediation practice, including interest-based and principled negotiation approaches.
- Manage the mediation process effectively, demonstrating the ability to structure sessions, maintain neutrality, and adapt techniques to suit different contexts such as workplace, family, and commercial disputes.
- Demonstrate knowledge of the legal and regulatory frameworks governing mediation in the UK, including professional standards, confidentiality, and the role of mediation within the civil and family justice systems.
- Apply reflective practice to support ongoing professional development, identifying strengths, areas for improvement, and strategies for enhancing mediation competence.

Venue

The in-person elements of the course take place at our main office in Southwater, Telford, just off Junction 5 of the M54.

The venue is a short walk from Telford Central train station, with direct connections from Birmingham and Wales. Southwater is also adjacent to Telford's main shopping and leisure area, with a range of hotels, restaurants and bars within easy reach.

Cost

£1,320 (including VAT) - 10% deposit paid to secure booking

Booking & Enquiries

For further information contact info@prime-resolution.co.uk
to book your place visit [Prime Resolution Foundation Mediator Training 2026 - Prime Resolution](#)