

One Day Refresher Course For Qualified Workplace Mediators

CPD Training

Only

£350

in person

(No Added VAT)

£325

Online

(No Added VAT)

**LIVE
ACTORS
USED**

Our Programme – Workplace Mediator CPD Refresher

If you've already qualified as a workplace mediator but haven't mediated for a while, this one-day practical refresher is designed to rebuild your confidence, refresh your skills and give you the opportunity to practise in a safe, supportive environment.

Delivered by experienced practising workplace mediators, this highly interactive programme with live professional actors, realistic workplace cases and individual feedback to help you feel ready to mediate again.

Friday 13th

November 2026

**In Person Chippenham,
Wiltshire**

OR

Thursday 3rd

December 2026

Live Online

Why Choose Us?

College of Mediators
CPD Approved Trainer

***“WITHOUT QUESTION THE BEST
TRAINING SESSION I HAVE EVER
BEEN ON – AND I HAVE BEEN ON
MANY!”***

Contact Sarah

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WHO WOULD BENEFIT FROM ATTENDING THIS PROGRAMME?

- Qualified workplace mediators who haven't practised for some time
- Internal workplace mediators looking to refresh their confidence
- Independent mediators wanting additional practice
- HR professionals who already hold a mediation qualification
- Organisations wanting to keep their internal mediators current

Why come to us?

Reputation

Over 35 workplace mediation programmes successfully delivered.

Experienced Trainers

Delivered by practising workplace mediators

Live Actors

Professional actors to create realistic workplace mediation scenarios

Maximum Practice

Each delegate conducts a complete mediation

Personal Feedback

Receive constructive feedback from experienced trainers.

Safe Learning Environment

Practise, make mistakes, learn and build confidence.

Small Groups

Numbers are limited to maximise individual coaching.

Relevant

Based on real workplace mediation cases and current practice



LEAD TUTOR: Sarah Crayford Brown – Mediator, Barrister and specialist in conflict resolution – Shortlisted for Mediation Trainer of the Year 2020; Winner – Mediator of the Year 2014 and Winner – Mediation Champion 2015 at the National Mediation Awards.

TUTOR: Lizanne Keenan – Accredited Workplace Mediator, Conflict Coach, Mediator Supervisor Master NLP Practitioner, Team Facilitator, and HR Professional

Book Your Place Today



Contact Lizanne

Two Companies working together to bring the highest standards



☎ 07592 414550

✉ resolution@lkmediationservices.co.uk

This highly practical CPD day is designed to refresh existing mediation skills rather than teach mediation from the beginning.

Throughout the day delegates will participate in realistic workplace mediations using professional actors and receive detailed coaching and feedback from experienced practising mediators.

The day includes

- Welcome and introductions
- What's changed? Current workplace mediation challenges
- Refreshing the mediation process
- Opening a mediation with confidence
- Managing difficult moments during mediation
- Building rapport quickly
- Effective questioning and active listening
- Managing emotion and impasse
- Handling challenging mediator behaviours
- Mediating parties with Neurodiversity
- Full mediation practice using professional actors
- Individual coaching and developmental feedback
- Reflection on the learning
- Questions and discussion

What Makes This Day Different?

Unlike many CPD events that focus mainly on theory, this programme gives you the opportunity to:

- ✓ Mediate realistic workplace cases
- ✓ Work with trained professional actors
- ✓ Receive coaching from experienced practising mediators
- ✓ Refresh your confidence
- ✓ Share learning with other qualified mediators
- ✓ Leave feeling ready to mediate again
- ✓ All in a safe, relaxed and fun setting

Testimonials



'Without question the best training session I have ever been on - and I have been on many! I felt Lizanne and Sarah worked like a 'hinge and bracket'. Smooth, coherent - a well-tuned double act. The humour interwoven as well as the down-to-earth approach was very well received and made the delegates feel comfortable and created an environment where we felt we had the potential to be a good mediator.'

Annie Williamson | Senior HR Advisor

"I cannot rave about this course (and Sarah and Lizanne) enough. The learning and connections made were so deep that I felt bereft when I left and missed everything and everyone so much. The most powerful course I've had in a professional environment for a very long time.

The mix and pace between the practical and theory was perfect, coupled with the safe and encouraging environment and knowledge/experience of the trainers which they generously shared. I would HIGHLY RECOMMEND!!!!!!."

Laura Johnson - Director - Open HR

"I'd like to express my sincere thanks and admiration for the two days this week. Not only was the content fascinating and brilliantly put together, but watching you both deliver it was genuinely inspiring, I was in awe."

Ian Savage - Learning and Development Manager Edwards Vacuum



Proud to have worked with.....

