

# MEDIATION

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## Mediation Training

Mediation is fast becoming an important service within the community, to help people address problems and to avoid conflict and litigation. With fewer services available from within the statutory sector, mediation is promoted by the government as a serious way to help families, organisations and communities deal with conflict and resolve problems.

**Mediation Plus** is now offering:

**Developing Mediation Skills**

**Accredited with Open College Network, London (OCN London) at Level 3**

## Developing Mediation Skills Course Level 3

The Qualification provides an understanding of the mediation process and the key skills involved in the role of a mediator.

This course offers the opportunity to those who wish to mediate with interpersonal disputes, to access high quality, interactive training. Giving participants the opportunity to develop their mediation skills through exercises, group work and role play.

Mediation skills are applicable to many professional sectors, including: housing, young people's services, family support, education and many more.

Duration: 4 days

Cost: £6,000 (based on 12 participants)  
(Individual rates available)

Includes OCN London registration for 6 credits

### Course Content

- Step by step mediation process
- Understand the role of the mediator
- How to use active listening skills
- Different communication techniques
- Working with a co mediator
- The role of mediation in conflict resolution
- Reflection on own practice and areas for development

In addition Mediation Plus offers:

**An Introduction to Mediation Skills** (not accredited)  
1 day training Cost: £1,000 (based on 12 participants)

For more details please contact:

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*N.B. these costs do not include accommodation costs for trainers.*