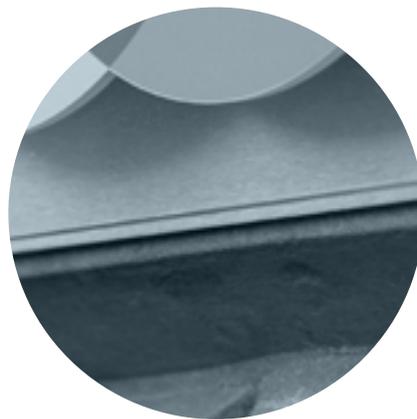
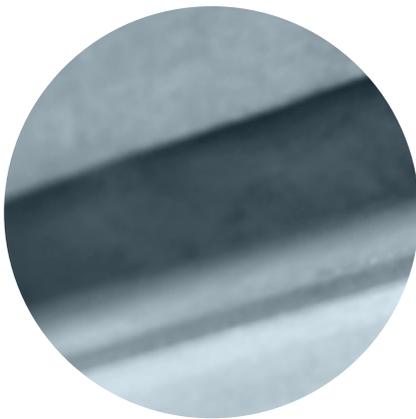




# Summer School: **Using Mediation Skills as a Leader**



## About Core

Core was founded in 2000 by John Sturrock QC and has grown over the intervening years to become Scotland's leading business mediation service, pioneering a new direction in commercial dispute resolution and problem-solving - and in how we deal with differences generally. We seek to be at the heart of, and to help shape, that new direction in Scotland and elsewhere. We work throughout the UK and Europe.

Core has been recognised for its leadership role and the excellence of its services in regular press coverage and awards and is increasingly involved in policy development as decision-makers come to appreciate the value of modern approaches to problem-solving. We aim to make a difference.

Core's Flagship Mediation, Negotiation and Conflict Management training courses assist leaders, professionals, managers, consultants and decision-makers to communicate effectively, manage differences better and resolve disputes quickly. The courses are highly regarded in Scotland, the UK and throughout Europe. Tried and tested from years of experience in mediation and in some of the toughest negotiations, John Sturrock leads our highly experienced team of coaches.

Core is recognised as a  
Mediation Training Provider by:



***“Core’s flagship mediation course offers so much more than the opportunity to become a mediator. It would be, and is, beneficial to any aspiring leader who truly wants to create positive change in a world full of conflict. The resolution of much of what we find difficult lies in the tiny detail of every human interaction. This course gives that insight and unlocks the pathways to avoid and overcome the seemingly unresolvable.”***

**Rory Christie**  
Director, Dourie Farming Co Ltd  
Spring 2017 Participant  
For more testimonials, [click here](#).

# COURSE STRUCTURE

The Residential Summer School is available as a free standing three day course. It is also a prerequisite for attending Modules 2 and 3.



## Module 1

**Residential Summer School:  
Using Mediation Skills  
as a Leader**

CPD: 24+ hours  
2 - 5 September 2018

## Module 2

**Building Mediator  
Competence**

CPD: 16+ hours  
4 - 5 October 2018

## Module 3

**Optional Practice Day**

CPD: 6+ hours  
31 October 2018

**Assessment**

CPD: 16+ hours  
1 - 2 November 2017

# Module 1

## Residential Summer School: Using Mediation Skills as a Leader



**Venue:** TBC

**Dates:** Sunday 2 September 2018, 16.30 – Wednesday 5 September 2018, 16.30

**CPD:** 24+ hours

Our Summer School is a world-class course, at a world-class venue, for leaders who are seeking to acquire the leading edge in enhancing their communication, negotiation and conflict resolution skills.

Our course participants have come from the public and private sectors, government, banking, the commercial and legal sectors, alongside independent consultants and others, from throughout the UK and Europe.

There is no formal assessment for this module, however 100% attendance is required.

The meals and evenings provide further opportunity for networking and discussion.

Upon completion of the Residential Summer School, participants will be presented with a Certificate of Attendance to commemorate the experience.

### You will learn:

- The different stages in communication, problem-solving, negotiation and decision-making
- About mediation and how to use it
- How best to prepare and plan for difficult negotiations
- How to become an even more effective negotiator and problem-solver
- Essential communication strategies to use when under pressure
- Effective questioning techniques to get to the heart of a problem
- How to build and maintain rapport and working relationships in difficult situations
- Strategies to deal with emotion, polarisation and anger
- How to create the space for others to work out solutions
- Techniques to break impasse and deadlock
- How to find creative solutions to problems based on real interests and needs
- How to undertake the role of the independent facilitator

### Benefits to you, your organisation and others:

- Enhanced leadership and decision-making in tough situations
- Savings in time and cost
- Better and more productive business relationships
- Enhanced morale and effectiveness in the workplace and boardroom
- More effective approaches to difficult negotiations
- Collaborative problem-solving with colleagues, clients and contractors
- High performance handling of complaints
- Reduction in disputes and better managed conflict
- Improved management and assessment of risk

*"This is the best training I've ever been on. Why? Very skilled trainers – and they were very skilled both as trainers and as mediators; an eclectic mix of methods, exercises, information which drew together a powerful body of evidence, much of which I hadn't been aware of previously; participants with an incredible breadth of experience and variety of backgrounds; an encouraging environment which enabled us to try out new techniques and support each other; and sufficient time for us to gel as a group, away from every day distractions."*

**Lesley Irving**  
Head of Equality Policy, Scottish Government  
Summer School Participant 2017

*"The whole experience was first class and superbly organised – it was informative, thought-provoking, challenging and immensely enjoyable."*

**Gillian Carmichael Lemaire**  
Director, Carmichael Lemaire Ltd  
Spring School Participant 2017

For more testimonials, [click here](#).



## Module 2

### Building Mediator Competence

**Location:** Central Edinburgh

**Dates:** 4 - 5 October 2018

**CPD:** 16+ hours

Build and refine your mediation and negotiation skills, through practical application and video feedback. Work on a full mediation, using a case study which may include Commercial Contract & Professional Negligence, Workplace, Management & Employment and/or Construction and Property.

In this module, you will gain understanding and practice of:

- The process and how it works in particular settings
- Tools for dealing with some of the "people" issues
- Roles of advisors
- Mediator ethics and conduct
- Mediation running, in real time, from the beginning to the later stages
- The skills required at each stage in the process
- How mediation works in your chosen area of specialism

## Module 3

### Assessment

#### Optional Practice Day

**Location:** Central Edinburgh

**Date:** 31 October 2018

**CPD:** 6+ hours

This optional day offers participants the opportunity to work with our coaches in a flexible way to refine and enhance their skills prior to the assessment days.

#### Assessment

**Location:** Central Edinburgh

**Dates:** 1 - 2 November 2018

**CPD:** 16+ hours

For those who have completed modules 1 and 2, this optional assessment module gives you the opportunity to achieve Core's highly regarded accreditation:

#### **Certificate of Competence in Mediation Skills.**

You will be assessed on each day with one to one feedback from professional mediators.

Successful outcome of the **Mediator Assessment** module requires completion of a Post Course Written Assignment, which is an essential part of the assessment.



*"A fantastic course that is unquestionably transformational for any nature of professional, and has provided the basis upon which I have gone on to re-appraise and evolve the way in which I do all my business. In particular it both consolidated and honed the critical skills of listening and hearing, thereby properly enabling that 'better conversation' – you cannot utilise what you haven't heard!"*

**James Johnston**  
Director, Transcend Change Ltd  
Spring School Participant 2017

For more testimonials, [click here](#).

## What will I receive at the end?

### Upon Completing the Residential Summer School

Upon completion of the Residential Summer School, participants will be presented with a Certificate of Attendance to commemorate the experience.

### Upon Successfully Completing the Assessment Module

Successful candidates will be awarded with Core's highly regarded Certificate of Competence in Mediation Skills.

The Core courses are recognised by the Scottish Mediation Network and by the Chartered Institute of Arbitrators, who will award Membership to applicants upon successful completion of the Core training.

A Core Accredited Mediator logo will be provided for use on your letterhead, email signature and business cards.

Successful candidates may also be invited to observe Core mediators at mediations to provide additional experience **and CPD**.

### Fees

[Click through](#) to Core's fee and registration webpage.



*For more information contact*

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Or call 0131 524 8188

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