



thinking differently

Reserve
your place
NOW!

Mediation and Conflict Management Skills

Our Flagship Course

MODULE 1

16 - 18 September 2009 & 8 - 9 October 2009

*Dealing with Differences and Disputes
using Mediation Skills*

MODULE 2

5 - 6 November 2009

*Optional Mediator
Assessment*

Central Edinburgh

Conducted by our internationally recognised team of coaches, drawn from throughout the UK, led by senior mediators, John Sturrock, Heather Allan and Pamela Lyall

"I am now converted to mediation as a fantastic means of enabling people to see solutions where they could not."

Partner, large law firm

"The most motivating and rewarding course I've ever participated in."

Head of Personnel, nationwide public sector service agency

"I met so many interesting people who certainly contributed to making the course an absolute success"

Manager of Customer Relations, major bank

"No doubt whatsoever about the added value for a busy professional taking seven days out of the diary"

Queen's Counsel



Course Details

Module 1

16 - 18 September 2009 &
8 - 9 October 2009

Dealing with Differences & Disputes

CPD for this Module: up to 40 hours

An excellent introduction to the skills of handling conflict and differences - and to the mediation process for all who wish to understand and use it better.

Covers conflict management, negotiation and mediation in commercial, workplace and organisational settings.

- Five days of high quality professional training conducted by experienced trainers of mediators, using seminars, discussion, demonstrations and workshops with role play exercises
- Each day, every participant will practice skills in a workshop setting, as mediator or as party, with individual coaching and personal reflection throughout
- One to one review of performance using video
- Gain an understanding of the key underlying communication skills (including questioning, listening and observing), creative problem solving and lateral thinking, negotiation strategies and the techniques required in different stages of negotiation, mediation and managing differences generally

Completion of Module 1 leads to Core's Certificate of Attendance at Mediation Training.

Module 2

5 - 6 November 2009

Optional Mediator Assessment

CPD for this Module: up to 20 hours

For all those who, having undertaken module 1, wish to undergo Core's assessment process for mediators

- Two Assessment Days and an optional Practice Day for those wishing extra practice before the Assessment Module
- One to one feedback from experienced assessors with written confirmation of progress

Successful completion of this module leads to Core's highly valued Certificate of Competence in Mediation Skills.

Is this course for you?

There has been a significant increase in the use of mediation in business and the public sector and in the workplace, organisations and elsewhere. Mediation is being used formally and informally; the skills of mediation can be applied in many situations.

If you have responsibility for managing, advising on, or resolving differences, disputes and conflict, internally or externally, this is an opportunity to enhance your portfolio of skills.

This course attracts senior professionals, consultants, business leaders, legal and other advisers, decision-makers and managers from across the spectrum of private and public sector life, from a variety of local, national and international backgrounds and organisations.

“I found the Core mediation and conflict management skills training to be the most intensive and rewarding experience I have ever participated in.”

(a recent participant)



Course Leaders

John Sturrock QC is the founder and chief executive of Core and has been described in Chambers UK Guide to the Legal Profession as “the foremost mediator in Scotland” and “one of the best teachers of mediation”.

Pamela Lyall is Director of Mediation Services at Core and is one of Scotland’s most experienced commercial mediators and trainers.

Heather Allen has many years of experience as a mediator in business and organisations, and is head of the CEDR Mediator Training Faculty.

Hugh Donald OBE is Chairman of a large Scottish legal firm, a mediator since the 1980s and a highly regarded coach and mentor.

Charles Dodson has been involved in mediation for over 20 years and has been listed as a leading mediator in Chambers Guide since 1997.

Miryana Nestic is a mediator and ADR consultant with special expertise in designing dispute resolution systems and an international practice.

Elizabeth Rivers was a commercial litigation lawyer for 10 years and one of the first in the UK to become an accredited mediator.

Charlie Woods is formerly a Director and Chief Economist at Scottish Enterprise with extensive experience of industry and now a skilled mediator.

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What They Say

- “I thought the course was superb - one of the most fulfilling (albeit difficult) experiences I have ever had. it has made me think very differently about what I have been doing for the last 20 years and may even have changed my outlook on life to a significant degree!”
- “I had to write this. What an exhilarating two days of learning. A great team of instructors, and the delegates who are brilliant people. It is amazing to see confidence growing as new skills emerge. I have never before got to the end of a training day and felt thoroughly disappointed that we had to stop - that says it all.”
- “Core's training has undoubtedly improved my communication skills and made me slow down and think! And listen! And listen a bit more! The coaching is of the highest quality, carried out in a friendly, professional and highly enjoyable manner..... This is mediation training and much, much more! Looking forward to learning more from this superb team of professionals. Highly recommended.”

Course Fees

Module 1 (5 days): £2475.00 plus VAT

Assessment Module (2 days): £1475.00 plus VAT

Fees include all course papers, lunches and other refreshments.

Due to the highly interactive nature of the course, numbers are limited and places are offered on a first come, first served basis.

Registration & Further Information

To register, visit our website: www.core-solutions.com or

call Laura Rutherford on 0131 221 2520 or

contact laura.rutherford@core-solutions.com

In-House

This course is also available in-house, along with many other specially designed conflict management, mediation and negotiation courses.

Early Bird
Discounts
Available

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Core Solutions Group

Scotland's leading business mediation service

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