

The Next Stage: Mediation and Negotiation Skills Course

Monday 1 and Tuesday 2 September 2008

CPD 15 hours

Optional further full day mediation workshop

Wednesday 3 September 2008

CPD 7 hours

Have you completed initial mediation training? Conducted between 0 and 20 mediations? Want to get to the next level?

Do you need more tools? Want to add some of the techniques which have developed in recent years? Learn from and watch some of the leading practitioners?

Wish to get up to date with what is happening at the leading edge in mediation practice? And refine your own skills as a mediator and negotiator?

This course is devised so that you will be able to use much of the material in everyday negotiation as well as in mediation, whether as adviser or mediator.



Course Outline

Days 1 and 2

1 and 2 September

These are designed to bring participants up to date both in their personal skills and in the techniques used by experienced mediators, while exploring some new areas. These include:

- **What do we need to work on as mediators and negotiators?**
- **What makes an effective mediator really effective?**
- **How do we negotiate – and mediate - in difficult situations?**
- **What does NLP bring to mediation, negotiation and business relationships?**
- **How can we use decision trees and other risk assessment tools?**
- **What preparation techniques work well for parties, mediators and negotiators?**
- **How should we coach parties to achieve better results?**

Optional Finale: observe mediation being conducted by an experienced mediator – look and learn!

Day 3

3 September

On the optional day three, participants have an opportunity to experience and practice skills in a full day of mediation using one **multi-party case** study.

Participation and Certification

Participation in the course is open to those who have already completed a recognised mediation training course of at least 5 days' duration. Participants will be asked to confirm that they have done so.

Completion of the Course entitles participants to receive the Core Certificate in Intermediate Mediation and Negotiation Skills.



We are delighted that **Bill Marsh**, of Conflict Management International, one of Core' panel of international mediators and a mediator with global experience, is helping to lead the course along with **John Sturrock**.



Another Core mediator, **David Fraser**, will develop his well received sessions on building business relationships in conflict situations. We will draw on the extensive experience which Bill, David John and **Pamela Lyall** have gained in recent years as mediators and problem solvers.



Course Fees

Module 1 £1,125 plus VAT

Module 1 & 2 (including optional 3rd day) £1,575 plus VAT

For a registration form, please contact Laura Rutherford (laura.rutherford@core-solutions.com; 0131 221 2520) or click [here](#) for online registration.



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1 – 2 September 2008

Provisional Timetable

Day One

0845 *Coffee /Juice and Registration*

0900 **Introduction to the Course**

- Introductions, Reflections and Experiences to date

1000 **Mediation Drills: what do we need to work on?**

with individual role play as mediator to refresh on key aspects, with structured one to one coaching

1100 *Refreshment Break*

1115 **Mediation Drills** (continued)

1215 **Reflections on learning so far: what makes a mediator really effective?**

1245 *Lunch*

1345 **Negotiating in Difficult Situations, led by Bill Marsh and John Sturrock**

- Breaking the logjam
- Dealing with difficult people and emotions
- Challenging unhelpful behaviour
- Helping people to save face
- The role of acknowledgment and apology
- Creative problem solving
- How do we add value as mediator?

with improvised role play and examples from real disputes

1515 *Refreshment Break*

1545 **Negotiating in Difficult Situations (continued)**

1700 *Close*

1730 **Optional demonstration:** Observe a mediation conducted by an experienced mediator, with opportunity to discuss and debrief

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Day Two

0845 *Coffee / Juice*

0900 **Effective Mediation:**

- Debrief on Day One
- Complete and discuss Personal Learning Log

0930 **Using NLP in Mediation, led by David Fraser**

- Building effective relationships with the parties
- Helping people to see another side of the story
- Getting into the other person's shoes – how do we?
- Using NLP Presuppositions in Mediation

with practical sessions and examples

1100 *Refreshment Break*

1115 **Using NLP in Mediation** (continued) and

The Role of the Mediator as Coach

- when and how do we help parties to change or modify behaviour?

1230 *Lunch*

1330 **Plenary Debrief**

Using Decision Trees and other Risk Assessment Tools

- Creative ways to help parties to re-assess risk

1500 *Refreshment Break*

1515 **Effective Preparation Tools for Parties and Mediators**

- Questionnaires
- Designing a Process
- Shape of meetings
- Advance planning

1630 **Plenary Debrief**

1700 *(for those involved in optional third day)*

Preparation for following day: Handling Multi Party Mediations

1745 *Close*



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Day Three

- 0845 Full day mediation workshop: three party commercial dispute
- *each participant mediates for up to 45 minutes with individual coaching and debrief and video playback*
 - *6 sessions in all in the same case continuing through different stages of the process*
- 1100 *Refreshment Break*
- 1115 **Full day mediation workshop** (continued)
- 1215 *Lunch*
- 1315 **Full day mediation workshop** (continued)
- 1515 *Refreshment Break*
- 1530 **Full day mediation workshop** (continued)
- 1630 **Plenary Debrief**, completion of Personal Learning Logs
- 1700 *Close and Glass of Wine*