
EQuita

Certified Mediator Accreditation

Course 2020 *[Mii approved]*

6 March 2020

to 9 May 2020

DUBLIN



SUMMARY

The Course	03
Why attend?	04
Learning Outcomes	05
Agenda	06
EQuita	09
EQuita Faculty	10
Master Mediators	11
Info	14

We think, work and behave
in a way that ensures a
global perspective,
practical innovative
Accredited Mediation
training that will equip
you as mediator to
handle complex
disputes with skill,
acumen, ethics and
professionalism.

The Course

The 2020 Mediation course is a highly interactive, integrated programme designed to enhance and bring about a positive change in thinking and behaviour among the course participants who negotiate in organisations or want to apply mediation skills in their area of work or profession.

This immersive 8-day course takes participants on a deep dive into the theory & practice of developing a mediation mindset and cultivate the traits of skilled mediators to have greater impact through enhancing existing experience and communication skills.

Mediation in Action

WHY ATTEND?

Who is this course for?

Anyone who wants to add a unique qualification in a growing profession to their expertise – not exclusively but former participants have been HR Managers, People Managers, Team Leaders, Trade Union Officials, Consultants, Medics, Engineers, or anyone who negotiates and deals with conflict and dispute resolution or who would like to!

Why attend?

Accredited by the Mediators Institute of Ireland and delivered by leading experts, this course aims to take you on a journey of understanding your conflict management style through understanding and learning core mediation concepts and applying them to workplace and commercial mediation fields.

Small group numbers ensure consistent one-to-one support and feedback throughout the course. All course notes, books and articles are included.

After qualifying, should you wish, we will assist with your Mii membership application and access to Sharing and Learning Groups - a fantastic way to stay connected with the Mediators network and have regular meetings with informed discussions on recent casework.

LEARNING OUTCOMES

Becoming an Accredited Certified Mediator.

- 1 Understanding and knowledge of Mediation theory, principles, styles, models and a Toolkit of how to apply them
- 2 An authentic conflict management style through the study of how to manage and resolve disputes
- 3 Awareness of personal and professional biases and how these influence the mediation process
- 4 Application of learned mediation theory and skills through exercises and role-play

AGENDA

1

Day 1: Conflict and Mediation

- The Mediation Process
- The Dynamics of Conflict
- Storytelling 1
- Role-play

Day 2: Communication

- Framing and Reframing
- Storytelling 2
- Positions and Interests
- Role-play

Day 3: Communication: Option Development

- Enabling Relationship
- Option Development
- Facilitating Creativity
- Process Management: Engaging and Empowering
- Role-play

Day 4: Negotiation Skills in Commercial Mediation

- Types of Negotiation
- Phases of Negotiation
- Positions and Interests
- Framing
- Role-play

Day 5: Questioning, Agreement, Values and Mediation

- Questioning
- Role-play
- Creating Agreement
- Writing Agreement
- Practice Writing Agreement
- Ethics
- Ethical Dilemmas
- Values and Principles

Day 6: Mediation Skills Practice

- Role-play

Day 7: Reflective Practice, Power and Mediation

- Power and Mediation
- Reflective Practice
- Impasse
- Styles in Mediation
- Transformative Mediation
- Role-play

Day 8: Assessment Role-play

- Role-play
- Review
- Ending

Testimonials:

“ This course exceeded my expectations – highly interactive and very practical
Declan Duke
Principal Partner,
IPC Consulting ”

“ Excellent course, excellent facilitators and mediators
Bernard O’Byrne
CEO
Basketball Ireland ”

“ This course has provided me with invaluable skills that I will be able to use in both my professional and everyday life
Brian Kirwan
Irish Water ”

*Pre-Course reading –

Participants will be required to read articles relating to sessions.

Programme Overview

Mediation Knowledge & Skills

This training course is designed to provide knowledge and skills in conflict resolution and mediation and is delivered in four units of 15 hours each. It is approved by the Mediators' Institute of Ireland (MI) as a certified training course for mediators. This is a highly interactive and integrated programme, bringing together the essential knowledge, skills and attitudes for the demanding work of facilitating the resolution of emotion and interest based conflict. The content consists of a mixture of theoretical presentation, an exploration of how theory applies to practice, and skills development through exercises and role-play. It aims to integrate participants' experience and abilities with mediation and conflict management.

Unit One: Conflict & Mediation (Day 1 & Day 2)

This unit aims to provide students with knowledge of conflict theory and the mediation paradigm; dispute resolution processes; concepts of impartiality and multi-partiality; the mediation process concepts and skills. The skills of mediation are taught through theoretical presentation and experiential learning and students develop active listening, framing and reframing skills; knowledge of the purpose of storytelling and setting ground rules. Concepts of impartiality, neutrality and multi-partiality are examined and the differences between suppression, settlement and resolution are explored. Students learn how to open the mediation space; facilitate collaborative relationships in mediation, and analyse conflict through the understanding of positions and interests in clients' conflict stories.

Unit Two: Creativity & Negotiation (Day 3 & Day 4)

This unit introduces students to negotiation as a process of bargaining between two (or more) interests, in a competitive or collaborative style. Students learn about negotiation as it is conducted directly by the concerned parties or takes place during the mediation process. Principled and positional negotiations are explored both in theory and in practice through coached experiential exercises. Students are taught how to manage impasse and non-agreement, and how to use caucus, shuttle mediation and co-mediation. Identifying, gathering, managing, analysing, prioritising, and working with information through option development, brainstorming and reality testing are explored in theory and in practice.

Unit Three: Use of Language, Questioning & Ethics (Day 5 & Day 6)

This unit aims to give students knowledge and sensitivity to mediation ethics through the exploration of ethical codes and the application of these codes to ethical dilemmas. Students learn the language and form of Mediated Agreements in theory and practice. The creation of formulations as an analytical tool is developed through mediation film review and through practice. Students learn how to introduce more information into the system (family, business, community etc.) through questioning, thus creating dialogues with a difference. A variety of forms of questioning are taught, each with a specific goal and purpose.



Unit Four: Mediation Practice (Day 7)

Students develop their mediation practice and skills in this session and explore mediation dynamics and the purpose result of different interventions. Students are given extensive individual coaching in mediation practice in role-play to enhance their self-knowledge and develop their mediation practice. The use of positive and constructive language in giving feedback, and the nature of power dynamics in mediation are also taught.

Course Assessment (Day 8)

Mediation role-play.

EQuita

EXECUTIVE EDUCATION

EQuita offers training in the fields of Leadership and Management development, with a focus on Strategy Development and Coaching to bench strength the learning.

We train professionals, bring their cultures into focus and apply new skillsets into business.

We offer three exceptional Leadership Development Programmes that link together with a fundamental core that values leadership excellence as much as product excellence. We create new practices for leaders at every level. Teaching leadership is an agile movement, not a programme, which is why we emphasise experiential learning and one to one coaching



FACULTY



Programme Director

Margaret Considine

Margaret is a master Mediator, Negotiator and Management Consultant who works with national and global corporates and public sectors facilitating leadership and strategy development, negotiations, coaching, mediations & HR issues. She is an Associate Faculty member of the Irish Management Institute and Associate Faculty at NUI Maynooth, delivering to Masters level. Margaret lectures in Mediation, Leadership, Personal Effectiveness, Communication Skills, Human Resource Management, Strategy, Organisation Behaviour, Communication and Organisation Development, Marketing and specialises in Conflict Resolution, Influence & Persuasion, Mediation & Negotiation Skills. Margaret was elected President of the Mediators Institute of Ireland in 2018.

Margaret is President of the Mii

[Mediators Institute of Ireland] 2019-2021

Programme Manager

Julie McAuliffe

Julie is an expert mediator, working in her own mediation practice, Conflict Positive and with the Family Mediation Service, where she mediates complex multi party disputes, interpersonal misunderstandings, bullying and harassment issues, and family disputes. Julie promotes Collaborative Mediation where Solicitors and Mediators work with each other in mediation to maximise the benefit for the client

Julie lectures at UCD, NUIM, the Institute of Public Administration and is a trainer on the post-graduate Certificate in Mediation Training for the Law Society.

She has also served on the Executive Board and as Registrar of the Mii.



EQUITA FACULTY

Our Faculty come from a wide range of backgrounds including Mediation, Business, Higher Education, HR, Psychology and many other related areas. We are educators who are focused on the student learning experience and learning outcomes.

We do this through delivering interactive lectures and practical workshops that are grounded in theory but focused on real-world application.

All our mediation courses have a strong underpinning of current day Mediation legislation and the new opportunities that this brings to business and society.

Master Mediators

Keelin O'Reilly

Keelin is a Mediator, Mediation Trainer and Human Resources specialist working with organisations in education, public, private and community sectors.

She provides mentoring and coaching to SMEs on communications, work relations and dealing with workplace conflict. Keelin designs and delivers training programmes on communication, employment law, equality and diversity and conflict and mediation.



Catherine O'Connell

Catherine is Assistant Academic Programme Coordinator of the Edward M. Kennedy Institute in Conflict Intervention and lectures and coordinates modules on the Diploma and Masters Programme in Mediation, Negotiation and Conflict Intervention along with the Institute's Certificate in Restorative Practices.

Catherine is co-ordinator of Facing Forward, a Restorative Justice organisation which advocates for the increased use of restorative processes when dealing with crime and harm. It believes that those who have been harmed by crime should be at the centre of any process involved and know their voices are heard.

Catherine heads up the Training Working Group to deliver training to on areas of Restorative Practice



Margaret Ramsay

Margaret is a senior HR practitioner with 30 years management experience of strategic HRM in Ireland and the UK. She has operational experience at the most senior level of all aspects of HRM and HRD including staff development, employee relations, HR services, recruitment and selection, performance management and Dignity and Respect at Work.

Margaret's particular areas of interest and expertise include supporting, coaching and developing line managers to meet the challenges of managing people, conflict resolution and mediation, team development, interpersonal skills and communications, equality and diversity, and dignity and respect at work. She has in depth knowledge of drafting company policies and procedures in a wide range of HR related areas and developing training and awareness programmes to ensure their effective implementation. She has a commitment to mediation as an invaluable HR intervention and integral part of HR processes.



MORE INFO

What you need to bring to the class

An open mind. All course materials and reading are provided.

info

D A T E S	P L A C E	T I M E
Course on the following dates: 6 & 7 March 2020 20 & 27 March 2020 3 & 17 April 2020 8 & 9 May 2020	South Dublin Chamber Office Whitestown Business Park Tallaght Dublin 24	9.30 am – 17.00 pm Each day

Payment

Cost includes: 7 Days accredited training, assessment day, assessment fee, all course notes, mediator handbook in addition to light lunch, snacks and refreshments throughout the course.

€3,250

*discount available for multiples from the same organisation.





The Mediators' Institute of Ireland

The Professional Association for Mediators

EQuita Conflict Positive Certified Mediator Course Application Form

Personal Details

Name: _____

Address: _____

Work tel: _____

Mobile: _____

Email: _____

Preferred contact method: _____

Profession: _____

Qualifications: _____

Company: _____

Course Details

Preferred date:	Choice 1	Choice 2
Spring	<input type="checkbox"/>	<input type="checkbox"/>
Summer	<input type="checkbox"/>	<input type="checkbox"/>
Autumn	<input type="checkbox"/>	<input type="checkbox"/>
Winter	<input type="checkbox"/>	<input type="checkbox"/>

All inclusive price: **€3,250**

Course fee includes:

- MII student membership
- MII compulsory assessment
- All course documents
- Case file book

Bank Details

Bank Account:
Fleming TSB
2-4 Upper Raggot Street
Dublin 4

Sort code: 90000

Account number: 1134027

IBAN: IE25P8033000261134027

Swift code/BIC: P80330

Payment Details

PO if required: _____

Method of payment (Please tick the relevant box)

Bank deposit or electronic transfer:

Visa:

Signed: _____ Date: _____

Check out other Masterclasses
and Development Programmes
on our website www.equita.ie

talktous@equita.ie

[+353 1 293 4741](tel:+35312934741)