



A 60-hour Foundation Training Course in

CONFLICT DYNAMICS AND MEDIATION

Accredited by the Mediators' Institute of Ireland

Delivery: A hybrid course of 5 days of in-person sessions and 5 online sessions

Course presenters: Mary Lou O'Kennedy and Geoffrey Corry

Course fee: 1,500 euro.

Enquiries: Sandra Mpanyira, smpanyira@bclc.ie

This basic skills course is an intensive 60-hour training and run as three separate modules over a period of two months. It is designed for volunteers, frontline workers and professionals who want to obtain a foundation in conflict resolution and mediation skills for use in their own organisation or work situation or to become an accredited mediator particularly in community, family, and workplace disputes.

Mediation Training - Autumn Course 2026

Module 1: Conflict Dynamics

Tuesday 20th Oct: in-person all day Topics 1,2 & 3 Dynamics of conflict	9:30am – 5:00pm In-person A	Ballymun
Wednesday 21st: afternoon session Topic 4 Conflict Analysis	2:00pm – 6:00pm	Zoom 1
Thursday 22nd Oct: evening session Topic 5 Listening skills	7:30pm – 9:00pm	Zoom 2

Module 2: Mediation skills

Tuesday 27 th Oct: afternoon session Topic 6 Mediation & ADR	2:00pm – 6:00pm	Zoom 3
Wednesday 28 th Oct: in-person Topics 7& 8	9:30am – 5:00pm In-person B	Ballymun
Monday 9 th Nov: in-person all day Topics 9 & 10 role plays	9:30am – 5:00pm In-person	Ballymun
Tuesday 10 th Nov: evening Topic 11 Mediation Act	7:30pm – 9:00pm	Zoom 4
Tuesday 17 th Nov: in-person all day Topics 9 & 10 role plays	9:30am – 5:00pm In-person C	Ballymun

Wednesday 18 th Nov: in-person all day Topics 9 & 10 role plays	10:00am – 5:00pm In-person D	Glencree Centre Enniskerry, Co. Wicklow
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Module 3: Presentations by participants

Each participant will be asked to make a short presentation (not more than 15 minutes) to the training group on a conflict resolution or mediation topic of their choice. Reading material will be supplied to support the reflective learning. A Certificate of Completion will be awarded to participants who successfully complete the three modules.

Monday 30 th Nov [date to be confirmed with participants]: in-person all day for Presentations	9:30am – 5:00pm In-person	Ballymun
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Further Information:

Lunch will be provided on site for participants on classroom days.

Assistance with travel to Glencree in Co. Wicklow for the final day can be arranged if required.

See www.bclc.ie for further information on Ballymun Community Law Centre.

See www.themii.ie for further information on mediation, accreditation and the Mediator's Institute of Ireland.

Video Assessment and Qualification

For those who wish to go further than this 60 hour training and become an accredited Certified Member of the Mediators Institute of Ireland [the professional association for mediators in Ireland www.theMII.ie], and thereby become a practitioner mediator, we will support participants to join role-play groups to practice their mediation skills and to prepare for the video assessment of skills competence. This independent assessment involves each trainee mediating a case in a one-hour role play to demonstrate their skills as a mediator. A date will be arranged with intending participants for an additional fee of 250 euro paid directly to the MII assessor.

Topics covered during the course

Module 1: Conflict Resolution skills

DAY 1:

1. MANAGING AND RESOLVING CONFLICT

- General introductions: *Mediation area of interest*
- Our perceptions of "conflict": positive and negative
- Neuroscience of conflict

2. CONFLICT ANALYSIS [MOVED FROM NUMBER 4]

- The conflict spiral: how unmanaged conflict escalates
- PIN model: Positions, Interests and Needs

3. STYLES OF CONFLICT MANAGEMENT

- The five styles of handling conflict
- Finding your conflict comfort zone
- Managing your style and avoiding going into excess

Day 2: AFTER NOON ON ZOOM

4. DYNAMICS OF CONFLICT

- Mapping a conflict: your experience of a conflict situation
- Self-awareness and self-management in conflict
- Constructive and destructive behaviours
- Conflict triggers and 'Hot Buttons'
- Feedback on the Conflict Dynamics Profile (optional)

DAY 3: EVENING ON ZOOM

5. REFLECTIVE LISTENING SKILLS

- Picking up clues from body language
- Working with perceived reality: being heard, understood and acknowledged
- Reflective listening: the discipline of not adding anything
- Connecting with hurt and the emotional impact of conflict

Module 2: Mediation skills

DAY 4: AFTERNOON ON ZOOM

6. THE PLACE OF MEDIATION IN DISPUTE RESOLUTION SYSTEMS

- Process continuum for alternative dispute resolution (ADR)
- The growth of different mediation sectors in Ireland: community, family, workplace and commercial mediation
- The different models of mediation for each sector

DAY 5: IN PERSON DAY

7. GETTING PARTIES TO 'THE TABLE'

- The pre-mediation phase: role and tasks of interveners

- Role play 1: community mediation - neighbour dispute

8. THE BASICS OF THE MEDIATION PROCESS

- A five-stage mediation process for interpersonal disputes
- Video demonstration of the process (neighbour dispute)

DAY 6: IN PERSON DAY

9. MEDIATION PROCESS SKILLS PRACTICE THROUGH ROLE PLAY

- Rehearsing the introduction and storytelling stages
- Framing the issues and problem-solving stages
- Writing up the agreement

10. PROCESS ISSUES IN MEDIATION

- Empowerment of disputants
- Handling anger and processing hurt through storytelling skills
- Power balancing and when to caucus/shuttle
- Reframing, problem solving and generating options

DAY 7: EVENING ON ZOOM

11. LEGISLATION AND ETHICAL PRACTICE

- Introduction to the Mediation Act 2017
- Codes of Ethics

DAY 8 & 9: IN PERSON DAY

9.& 10. ROLE PLAYS

Day 10: IN PERSON DAY

CLASS PRESENTATIONS

Benefits of Training Course

By the end of the 60-hour course, you will:

- ☐ have developed an awareness of the positive value of conflict and your own style of responding to conflict
- ☐ appreciate the essential features and principles of the mediation process and how to adapt it for working through different interpersonal disputes
- ☐ have participated in at least five simulated role play mediations, using scenarios developed from different interpersonal dispute areas within the Irish context.
- ☐ understand each stage of the mediation process and possess the basic skills to resolve conflicts informally sufficient to start practicing mediation (under supervision)

Course Team



Mary Lou Kennedy BA (Soc Sc), MSW (Social Work) is an independent professional mediator and conflict management specialist and coach. She mediates disputes in the workplace, in business, in families and the community. Mary Lou also delivers conflict management training to businesses and organisations in the public and private sector along with conflict management coaching and consultancy to build more collaborative workplaces.

She is a founder member of OAK Conflict Dynamics Ltd, a leading provider of mediation and conflict management services in Ireland. Mary Lou is a master trainer in the CINERGY Model of Conflict Management Coaching, the Conflict Dynamics Profile and 3rd Party Resolution (TPR) model of managerial mediation with the Mediation Training Institute, Eckerd College Florida. She also lectures on the Certificate in Mediation with The Law School, in Griffith College. She has trained the Ballymun Law Centre panel of Conflict Management Coaches and provides ongoing supervisory support.

Geoffrey Corry BA (Mod) MSc (Mgmt) HDipEd has extensive experience of mediation in a number of settings - workplace disputes, restorative justice and the community. He worked for 22 years as a family mediator with the state-run Family Mediation Service for marital separation and divorce. He was a Board member of the Family Support Agency and a former chair of the Mediators Institute of Ireland (MII) as well as Facing Forward. At the MII Annual Conference 2023 in Cork, Geoffrey received the first Lifetime Achievement Award in Mediation.



He was the founder of the Mediation Bureau in Tallaght, the first neighbour dispute resolution scheme in the Republic. He has taught mediation skills for over 20 years at UCD adult education, Maynooth and Trinity. He was the Facilitator for over 50 political dialogue workshops held at the Glencree Centre for Reconciliation between 1994 and 2006 as part of the peace process in Ireland. These workshops brought together party activists at a sub-leadership level from all the political parties in these islands to discuss key issues in the peace process.

Ballymun Community Law Centre:

Ballymun Community Law Centre is an independent law centre and a charity. We provide free legal advice, representation, legal education and mediation for individuals and groups within the community. We are committed to ensuring that access to justice is available to the people of Ballymun and we work towards an inclusive community based around equal

human rights and social justice. Mediation is provided free of charge through a team of volunteer mediators and is coordinated by our Development Officer, Sandra Mpanyira. www.bclc.ie

Background reading

Mary Lou O’Kennedy. A 53-page printed booklet, “Workbook on Effective Conflict Management in the Workplace”, Oak Conflict Dynamics, will be used in Module one.

Geoffrey Corry. A 24-page Manual of the 5 stages of the interpersonal ‘diamond’ mediation process will be available for each participant together with handouts on the various topics covered. Some online chapters of the publications below are available on request.

Books on which the course is based

Robert A. Baruch Bush & Joseph P. Folger, The Promise of Mediation: Responding to Conflict Through Empowerment and Recognition, Jossey-Bass (1994).

Robert Bolton, People Skills: How to assert yourself, listen to others and resolve conflicts, Touchstone / Simon Schuster (1979).

Kenneth Cloke, The Crossroads of Conflict: A Journey into the heart of dispute resolution, Janis Publications (2006)

Helena Cornelius & Shana Faire, Everyone can win: How to Resolve conflict, Simon Schuster (1989).

Daniel Dana, Managing Differences: How to build better relationships at work and at home, MTI publications (1989)

Roger Fisher, William Ury and Bruce Patton, Getting to Yes: Negotiating Agreement without Giving in, Business Books (Second edition 1992).

Christopher W. Moore, The Mediation Process: Practical Strategies for Resolving Conflict, Jossey Bass (third edition 2002).

Cinnie Noble, Conflict Management Coaching: The CINERGY™Model,, CINERGY™ Coaching, 2012

Craig Runde and Tim Flanagan, Becoming a Conflict Competent Leader: How you and your organisation can manage conflict effectively, Jossey-Bass (2007)

William Ury, Getting past No: Negotiating with difficult people, Business Books (1991)

William Ury, Getting to Yes with Yourself: And Other Worthy Opponents, Harper Collins Publishers (2015)

Policies and Participant Information

Data Protection

BCLC processes all personal data in accordance with GDPR and the Data Protection Act 2018. Information provided during registration is used solely for course administration and delivery.

Limited participant contact details may be shared with facilitators for course-related communication. Personal data is not used for marketing or shared with third parties without consent, unless required by law.

Enquiries: info@bclc.ie

Complaints Handling Procedure

At Ballymun Community Law Centre, we are committed to delivering our services, including our mediation training programmes, in a professional, respectful, and supportive manner. We welcome feedback and take all complaints seriously as part of our commitment to continuous improvement.

If you are dissatisfied with any aspect of our service, including the delivery of our mediation course or related supports, the following procedure applies:

I. Informal Resolution

In the first instance, you are encouraged to raise your concern directly with the relevant staff member or trainer at the point of issue. We will make every effort to resolve the matter promptly and informally.

II. Formal Complaint

If the matter is not resolved informally, you may submit a formal complaint in writing to the BCLC Manager. Your complaint will be acknowledged and reviewed, and you will receive a response within a reasonable timeframe.

III. Appeal

If you are not satisfied with the outcome of your formal complaint, you may appeal the decision to the Chairperson of the Board of Ballymun Community Law Centre. Appeals should be submitted in writing within ten working days of the decision. An appeals panel may be convened to review the matter.
All complaints will be handled confidentially, fairly, and as efficiently as possible.

Important Distinction: Mediation Course and MII Assessment

Ballymun Community Law Centre provides mediation training courses designed to prepare participants for assessment by the Mediation Institute of Ireland (MII). While we support participants in preparing for this assessment, including offering additional practice opportunities and guidance, the MII accreditation process is independent of our organisation.

We are not involved in the assessment decisions made by MII-accredited assessors. Therefore, any complaints or appeals relating to assessment outcomes must be directed to the Mediation Institute of Ireland and will be subject to their procedures.

Equality and Diversity Statement

Ballymun Community Law Centre is committed to promoting equality, diversity and inclusion in all aspects of its work, including the delivery of training programmes. We aim to provide a welcoming and respectful environment in which all participants are treated with dignity and respect.

Participation in this course is open to volunteers, community workers, professionals and others regardless of gender, civil status, family status, age, disability, sexual orientation, race, ethnicity, religion, or membership of the Traveller community, in line with the principles of equality set out in the Employment Equality Acts 1998–2015 and the Equal Status Acts 2000–2018.

Ballymun Community Law Centre seeks to ensure that its training activities are inclusive and accessible and that all participants have the opportunity to engage fully in the learning environment. We expect all participants to contribute to a culture of respect and inclusion throughout the course.

Any concerns or complaints relating to equality, discrimination, harassment or inappropriate behaviour in the context of the training should be raised with Ballymun Community Law Centre and will be addressed in accordance with the Centre's complaints handling procedure.

Reasonable Accommodations

Ballymun Community Law Centre aims to make this course as accessible as possible. Reasonable accommodations may be provided, where feasible, to support participants with disabilities or other specific needs so that they can fully participate in the training. Participants who may require accommodations are encouraged to inform the Law Centre when registering for the course. Requests can be made in confidence by contacting the project officer at info@bclc.ie. We will work with participants to explore appropriate arrangements wherever possible.