



Certified Mediator Accreditation Course 2023/2024

Dates: Oct 27th, Nov 24th & 25th, Dec 9th, Jan 26th & 27th, Feb 16th & 17th, Mar 8th

Course Details

- Delivered over 9 sessions
 - In person sessions- Customised cases to fit company context
 - In person assessment in line with Mii 2023 Accreditation Policy
-



SUMMARY

The Course	1
Why attend?	2
Learning Outcomes	2
Agenda	3
Programme Overview	4
Executive Education	5
Master Mediators	7
More Info	8

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 2023/2024 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.

I undertook the mediation training course with EQuita to obtain the skills to be a mediator. My thinking at the time was to be able to use this skill whenever a situation arose that required mediation most likely a couple of times a year. To my surprise the mediation skillset is something I find myself using daily in a very positive way from enhancing understanding of members needs through to engaging with members on problem solving. Mediation skills as I have discovered whilst essential for mediation are also a set of skills that enhances many aspects of my work daily.

Peter Byrne, CEO
South Dublin Chamber

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

“The Equita Group Programme on Mediation has impacted my professional and personal life. In addition to gaining the unique qualification of Accredited Certified Mediator, this highly interactive programme has equipped me with the necessary tools and skills to constructively resolve conflict, whatever the setting. The modules are well-conceived, with the right blend of theory and practical application. Margaret and Julie are exceptionally skilled mediators and highly effective in cultivating the mediation mindset. They are truly committed to each student in the process and champion each individual in achieving their highest potential. I was particularly drawn to the small group numbers and benefited enormously from consistent one-to-one support and feedback throughout the programme.

I would have no hesitation in recommending this course to anyone open to positive change in their professional and personal thinking and behaviour.”

Katie Cadden

B. Corp Law, LL.B., LL.M., Solicitor

Agenda 1

Pillar 1

Conflict and Mediation

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

Pillar 2

Communication

- Framing and Reframing
- Storytelling 2
- Positions and interests
- Role-Play

Pillar 3

Communication: Option Development

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

Pillar 4

Negotiation Skills in Commercial Mediation

- Negotiation Dynamics
- Two Types of Negotiation
- Process of Negotiation
- Diagnose Conflict Styles
- Managing Emotions
- Engaging and Empowering solutions through effective negotiation
- Role-Play

Pillar 5

Questioning, Agreement, Values and Mediation

- The art of questioning in the Mediation Process
- Values and the Dynamics of Conflict
- Storytelling 3
- Finding Agreement
- Role-Play

Pillar 6

Mediation Skills Practice

- Managing the full process of mediation
- Modes of mediation
- Ethics
- Role-Play

Pillar 7

Reflective Practice, Power and Mediation

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

Pillar 8

Assessment Role-play

- Role-Play
- Review
- Ending

Pre-Course reading:

Participants will be required to read articles relating to sessions and to prepare short presentations in small groups on core concepts.

Programme Overview

MEDIATION KNOWLEDGE & SKILLS

This training course is designed to provide knowledge and skills in conflict resolution and mediation. It is approved by the Mediators' Institute of Ireland (MII) 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 1: Conflict & Mediation (Pillar 1 and Pillar 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 client's conflict stories.

UNIT 2: Creativity & Negotiation (Pillar 3 and Pillar 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 3: Use of Language, Questioning & Ethics (Pillar 5 and Pillar 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 in 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 4: Mediation Practice (Pillar 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 (Pillar 8)

Mediation role-play.

Please Note

There is an out of course weekly time commitment of 2 hours per week where participants will be required to do project work as part of a team and role-play practice.

Continuous Professional Development

EQita offers professional executive education and training in the fields of Mediation, Negotiation, Conflict resolution, Leadership and Management development, with a focus on developing the bench strength across the organisation and enhancing and equipping the personal development of each participant on any of our courses.

We train professionals, bring their organisation culture, personal and professional values into focus and apply new skillsets into their professional practice and development.

We are the people development company. We help organisations, like yours, organically grow their people.



"You have made the best choice if you have chosen to work with Margaret Considine and the EQita Group"

Julie Sinnamon
CEO, Enterprise Ireland



Master Mediators

Programme Delivered by Advanced Practice Mediators with Decades of Mediation Experience

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.

PROGRAMME DIRECTOR

Margaret Considine

PROGRAMME MANAGER

Julie McAuliffe

FACULTY

Catherine O'Connell
Margaret Ramsay

Programme Director



Margaret Considine - CEO Equita Group

Margaret Considine is a graduate of Trinity College, UCD and NUIM, a Harvard and Northwestern University Educated entrepreneur and award winning business leader. Margaret has over 30 years' experience in assisting clients to develop and implement strategies - including leading public, private and not for profit organisations: Examples: Philip Morris Inc, Sedgwick, DPER, Kuehne + Nagel, McKesson, IDA, WellTell, DAA and Enterprise Ireland. Margaret is an educator, motivator and coach enabling SME's and corporations to realise their ambitions through organic leadership development and informed business acumen. Margaret has extensive experience of working globally - UK, Europe, Middle East, USA, Asia pacific, Southern Hemisphere and North America. Margaret is a strategist, a leader, mediator, coach, mentor, negotiator and author. Margaret is a member of the IOD, MAAT, Mii, CEDR, South Dublin Chamber, SFA and Chambers Ireland.

EDUCATION

- MSc. in Management (OB) Trinity College Dublin
- MA in Conflict Resolution NUIM/University of Ulster
- ML in Governance from UCD
- First class BA degree in Management NCEA
- Post graduate H Dip, in Conflict and Mediation Skills from UCD
- Master Facilitator Geneva Institute
- Kellogg School of Management Northwestern [2006]
- Harvard Business School [2007],
- Harvard Law School [2009]
- Harvard Master Negotiator Programmes [2018]

AWARDS

- IMI: Awarded the IMI (Irish Management Institute) Award for Excellence
- AIBF: All Ireland Business Foundation – Thought Leader in the art of Negotiation 2020
- AIBF: All Ireland Business Foundation – Thought leader of the year 2021-2022
- IITD: Three of Equita's leadership programmes won the IITD SME Training award in 2020
- BPTW: Best places to Work – two of our clients are in the top 3 in the 2020 and 2021 BPTW

KEY ROLES & APPOINTMENTS

- CEO and Founder of Equita 2001 - Present
- President of the MII Mediators Institute of Ireland 2018-2021
- Board Member Chambers Ireland 2021-2024
- President of South Dublin Chamber of Commerce 2018-2021
- Chair of Making Connections Charity 2006-2019
- Chair Tallaght University Hospital Foundation 2020
- Harvard Global PON Ireland Programme Director
- NED Building Momentum Task force 2021-2022

KEY ACHIEVEMENTS

- Partnering and supporting SME's and Corporate clients globally for 30 years
- Publishing seven books
- Associate Faculty Post in Mii for 25 years : Masters to skills programmes: including SME Grow programme.
- Associate Faculty Post in RCPI – Consultants Programme [2015-2022]
- Developed the 2020-2025 Performance Strategy for a national FDI agency
- Developed a 2020 Culture Review and Change programme for a Tier 1 Financial Institution
- Developed an winning strategy for national government department on L & D, Diversity and Inclusion

Programme Manager



Julie McAuliffe

Julie is an Advanced practice Mediator, working in her own mediation 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.

Faculty



Catherine O'Connell

Catherine moved from a career in sales management to consultancy in professional development and conflict intervention in the late 1990's. A skilled mediator, conflict management coach and trainer in these disciplines she uses mediation, conflict management coaching, restorative practice, and a hybrid of these interventions to develop creative, pragmatic, and holistic ways of working with clients and teams in conflict in a variety of contexts.

Currently Catherine is assistant programme coordinator at the Edward Kennedy Institute of Conflict Intervention at Maynooth University and lectures in mediation and conflict intervention in their Masters and Diploma programmes.

She develops training in creative conflict intervention, conflict management coaching, crucial conversations and essential mediation skills for leaders, groups, and organisations. Catherine is a member of The Association of Conflict Resolution, Mediation beyond Borders, the Restorative Justice Council in the U.K and the European Forum for Restorative Justice. She is on the management committee of the Irish Restorative Justice organisation Facing Forward and leads their training and practice division



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 an 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 PROGRAMME

An open mind. A willingness to work and learn. A desire to gain a new profession.

All course materials and reading are provided

WHAT YOU GET

A new profession and 3 letters after your name (Mii)

EQUITA MEDIATION TRAINING

2023/24 DATES:

- 8 days in total including the assessment date.
- To take place at Equita Office Training Room in Tallaght

Session	Duration	Description	Date	Time
Session 1	½ day	Launch	Fri 27 th Oct 23	2pm - 5pm
Session 2	2 days	2 day Immersion	Fri 24 th Nov 23 Sat 25 th Nov 23	2pm - 7pm 9am - 5pm
Session 3	1 day	Practical	Sat 9 th Dec 23	9am - 5pm
Session 4	1 day	Practical	Fri 26 th Jan 24	2pm - 7pm
Session 5	½ day	Practical Assessment Preparation (in advance of the session 6 for full preparation)	Sat 27 th Jan 24	9am - 1pm
Session 6	2 days	Practical	Fri 16 th Feb 24 Sat 17 th Feb 24	2pm - 7pm 9am - 5pm
Session 7	1 day	Assessment day	Fri 8 th Mar 24	9am - 5pm

COST: €2700

Cost includes:

9 dates accredited training, course notes, and mediator handbook.

Discount available for multiples from the same organisation

Please note: Fee of €250 is paid by you direct to the assessor

For any queries contact Margaret:

Margaret@equita.ie or **+353 87 825 1567**



Check out other Masterclasses and
Development Programmes on our website

www.equita.ie

talktous@equita.ie | +353 1 293 4741