



Workplace Mediation Training Programme

ADR-ODR International is the first and best dispute resolution organisation to bridge the gap between traditional face-to-face ADR and the digital world of Online Dispute Resolution.

ADR-ODR
International

Workplace Mediation Training Programme

This programme provides delegates with a minimum of 40 hours first class training as a Workplace Mediator. The programme is facilitated by a team of global experts that have decades of experience. Completion of the programme results in full accreditation as a Workplace Mediator meeting international standards in mediation.



"Every conflict we face in life is rich with positive and negative potential. It can be a source of inspiration, enlightenment, learning, transformation, and growth-or rage, fear, shame, entrapment, and resistance. The choice is not up to our opponents, but to us, and our willingness to face and work through them. "

—Kenneth Cloke and Joan Goldsmith

Pamela Whitehead- Our Principal of Workplace Mediation

Here at ADR-ODR International we ensure that our mediation training delegates get trained by the best trainers around and our Workplace Mediation training is no exception. Our principal of Workplace Mediation, Pamela Whitehead, is a Fellow of the Chartered Institute of Personnel & Development and is a prominent figure in Workplace Mediation training. She has over 30 years of hands on business experience across a range of industries and professions working with SMEs and top FTSe 100 companies across the UK, Europe and Asia. This enables her to deal effectively with a wide range of civil-commercial and workplace disputes. She has used this impressive CV to tailor-make our Workplace Mediation Training programme.

This has resulted in ADR-ODR International being able to offer its delegates a first class Workplace Mediation training course that not only covers how to mediate workplace disputes but also: the psychology of workplace conflict, managing client expectations and adapting to the ever changing workplace of the modern world.

Photo and quotation

Workplace mediators for modern workplaces

Here at ADR-ODR International we appreciate the need for our workplace mediators to be flexible, adaptable and knowledgeable. This is why we have developed a Workplace Mediation training programme that allows you to mediate in the evolving, modern workplace. Training as a Workplace Mediator is a rewarding and worthwhile activity because it is widely acknowledged that mediation can be far more beneficial to businesses and their employees than formal grievance procedures given that at that stage working relationships are very difficult to restore.

We know that there are a number of advantages of mediation over grievance procedure in the workplace:

1. Mediation is confidential-neither managers nor the HR department get a report from the mediator, and there is no obligation on participants to disclose any part of what has taken place;
2. Mediation gives each party a comfortable place to lay out as much as they can about their feelings and what is prompting their own behavior. This leads to a diffusion of tension and an atmosphere of progress that sometimes just is not possible in grievance procedures;
3. During a Workplace Mediation all sides will have to make concessions and then, working together, create their own ground rules. These should be clear, simple and easy to monitor - their words, their statements, and they own it. Therefore mediation creates a sense of autonomy and responsibility which allows the parties to maintain a civil professional relationship, going forward.

With these in mind we acknowledge that in order to really become successful in the Workplace mediation market our delegates need to understand and have an appreciation of some of the external and strategic challenges faced within workplaces today. The last decade saw an unprecedented amount of change and volatility leading organisations fighting to restructure and ongoing management challenges such as:

1. Increase in the financial constraints put on modern businesses in a growing market
2. UK growth stagnation
3. Increase in the complexity of supply chains
4. The rise of the millennial generation
5. A more transient and mobile workforce

We want our delegates to be able to deal with these changes in the workplace and become successful Workplace Mediators who can sell the advantages of mediation, manage client expectations and market their new found knowledge, skills and passion for Workplace Mediation.

Why train with us?

ADR-ODR International can offer you access to a wealth of ADR and ODR experts whom have over 35 years of experience from over 10 countries. This expertise and experience alongside ADR-ODR International's thought leadership and commitment to ODR allows us to produce the best mediation course for aspiring Workplace Mediators.

Excellence guaranteed

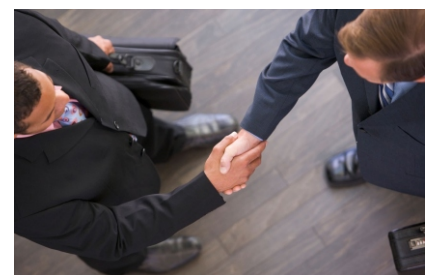
ADR-ODR International is accredited by the Civil Mediation Council of the UK and we are recognised internationally as the leading ADR-ODR provider.

Bridging the gap between traditional face-to-face ADR and digital ODR

All of our mediation training courses provide you with a dual qualification. This means that on completion of your mediation training course you will become qualified as a face-to-face AND online Workplace Mediator. ADR-ODR International is the first provider of mediation training to take advantage of the lucrative and rapidly expanding world of digital online mediation. We appreciate the full spectrum of ADR available to the public and want you to be able to mediate in this exciting, developing, digital world of ODR. Once you have completed the 40 hours of Workplace Mediation training, you will be invited to undertake your 12 hours of online mediation training.

Post training professional development

ADR-ODR International is passionate about conflict resolution and we firmly believe that every graduate of our courses should be provided every opportunity to develop their skills and become peace makers, even after they have finished their mediation training with us.



How does the 5-day course work?

At ADR-ODR International we believe that delegates learn best by practicing mediation skills. This is why all of our mediation programmes are skill based and focused on practical learning. During your Workplace Mediation training over 70% of your time will be spent in role-play scenarios with tutor observed sessions. The programme is presented by highly experienced international tutors and mediation practitioners who give comprehensive feedback and guidance throughout.

The course creates a rich and stimulating environment with plenty of opportunities to interact with the course trainers and fellow delegates. Case study mediation exercises, group discussions and de-briefing sessions enable you to practice the skills you have learned. Tutors are available to you throughout the programme to discuss any aspect of the course or practical difficulties. ADR-ODR International brings together leading knowledge in the field of Workplace Mediation training to ensure that each delegate understands the context and application of the core skills needed to be an excellent mediator.

Digital training as standard

During the course, each delegate will receive materials in hard copy as well as a pre-loaded Ipad. The Ipad enables delegates to view materials and video performances in real time and this is used as part of the evening and final assessments. We want you to learn at your own pace and in a format that suits your individual learning style, therefore you will receive physical text books as well as e-books. These will support your practical training and all of the course notes will be easily accessible at any time on the with the Ipad that you will receive at the beginning of the course.

ADR-ODR International believe that online mediation and online dispute resolution are major new developments that all mediators need to be trained in. We are the first international provider to ensure that all of our graduates are qualified both as in-person and online accredited mediators. The online training module takes place after the the 40-hour course has been successfully completed. The online module is 12 hours long and accredits you to be able to undertake mediation online. This will enable you to take advantage of the flourishing ODR market and develop your own ODR practice.

Course objectives

The course aims to help you to:

1. Facilitate parties' understanding of their sense of violation and to help parties surface their underlying needs in order to effect a change of mindset.
2. Develop a range of communication tools and techniques that can be used to guide, challenge and empower parties to understand and resolve their own dispute.
3. Create a safe climate, in an open forum, where the parties can facilitate the structured meeting of polarised and emotional mindsets.
4. Stimulate the parties to develop a set of mutually acceptable, actionable outcomes by drawing upon earlier work that established the parties' respective, underlying needs.
5. Understand the principles, features and benefits of mediation and the practical application of this knowledge in setting up and growing a successful regional workplace mediation service.

Should I attend?

The 40 hour Workplace Mediation skills course is designed for those individuals who have a desire to mediate disputes within the Workplace. We have separate courses for those with an interest in Family and Civil-Commercial disputes.



How is the course structured?

The course will take place over 5 days, and will run for a total of 40 hours. The outline for the 5 day course is as follows:

Day 1- Understanding the changing face of the workplace

- ER and Legislative challenges
- Preparation & Positioning
- The Anatomy of conflict

Day 2-Process management

- Exploration
- Observed skills practice
- Scenario role-playing

Day 3- Agenda setting

- Facilitation Tips & Techniques
- Joint meeting readiness
- Analytical tools to aid negotiation and dialogue
- Check-ins
- Observed skills practice
- Scenario role-playing

Day 4: Information management & exchange

- Managing emotions
- Agreements that are workable
- Mock Assessments

Day 5:Assessments

- Post mediation activity

Continuing Professional Development

Attending ADR-ODR International's Workplace mediation training programme accrues 40 hours SRA CPD and 33 hours BSB CPD.

Assessment Overview

The competencies being assessed are:

1. Planning and organising
2. Communications Skills
3. Facilitation Skills
4. Creativity
5. Ethical Practice

Delegates will be assessed on their practical mediation skills by means of a videoed role play. In addition their ability to understand the requirements of a workable settlement agreement and their ability to self-reflect will be assessed by two written post-course assignments.

Videoed Role Play

Delegates' mediation skills will be assessed by way of a videoed role play, recorded on Day 5 of the training programme. The videoed role play is scored, by an independent assessor, as a pass or fail.

Written Assignments

This written component comes in two parts:

1. A Settlement Agreement prepared from one of your role plays attended whilst on the training programme (see delegates' manual for further information).
2. A Reflective Learning Journal. You should aim to produce around 1500 words (see delegates' manual for further information).

Delegates are required to submit both assignments within 4 weeks post completion of the training programme.

The Learning Environment

Discussion and participation in practical activities are integral and essential to this training. Delegates are expected to be supported by their peers, as well as by the trainers, in developing the appropriate knowledge and skills to become effective novice workplace mediators.

Learning is enabled through a range of activity including:

- Demos and discussion
- Skill-based exercises
- Trainer-led input and discussion
- Practical role playing
- Individual homework tasks to supplement course input

To book a place on our courses, please visit
www.adrodrinternational.com



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