



Training: Mediation Training Case Study

Public Sector: Setting up an Internal Mediation Service

The Head of Department at a large public sector body contacted *Peacebuilders* because he wanted to explore how mediation training could help.

He was dealing with an increasing number of conflicts that were leading staff absence due to illness and stress and retention issues. Both him and his team were finding themselves informally 'mediating' between colleagues. While the Head of Department had received formal mediation training, none of his team had and they were "making it up as they went along". There were also an increasing number of formal complaints and he was keen to deal with disputes at an earlier stage.

Through telephone conversations and a face to face meeting we established the needs of the organisation. We agreed that training up existing staff and setting up an internal mediation service would be the best way forward. I put together a package of training and support for this and it was rolled out over the next year.

The feedback eighteen months later was that the service was being well used and they were keen to recruit a second round of mediators to increase capacity.

Testimonial about Mediation Training

"I had previous training and experience as a mediator but felt that the model of transformative mediation offered by Peacebuilders was more suited to my work in the NHS and Higher Education. I have rarely spent more fulfilling and powerful days than those I had learning about Peacebuilders' approach to mediation.

Everyone on the course was able to interact and learn effectively because of the outstanding support and guidance shown by Laura. It was inspirational!"
Dr D Bowman, Associate Dean, University of London

Are you considering Mediation Training for your staff?

Drop me an e-mail or phone call for a free consultation to see how I can work with you:

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