



## Mediation training course

### Overview

Peacebuilders offers a professional mediation training programme.

Mediation is a structured process of intervention in conflict situations. A trained independent third party supports and guides people through a conflict, in order to reach an outcome that is acceptable to everyone involved.

The training provides a solid foundation in the knowledge, understanding and skills needed for conflict mediation. It also equips participants to carry out a full mediation between two people in conflict, building the knowledge and skills to understand the mediation process, deal with difficult emotions and balance power effectively.

### Duration

This is a five-day course, which can be delivered in a block or across two separate weeks.

### Training outcomes

The highly interactive, insightful and fun training will enable you to:

- Understand your own preferred style of managing conflict.
- Handle personal and workplace conflicts more effectively.
- Know what mediation is and the benefits it offers.
- Grasp what the role of a mediator is and the skills and qualities needed.
- Understand the mediation process.
- Develop the foundational skills needed to mediate conflicts.
- Practice dealing sensitively with strongly expressed emotions.

### Who is it for?

The course is suitable for professionals who find themselves acting in the role of a mediator, either officially as part of an internal mediation service, or informally as part of their job role. Examples include counsellors, lecturers, housing association officers, youth workers, GPs, managers in all professions, as well as many others. It is a pre-requisite that participants attend all five days of the course. Some of the key skills, understanding and qualities that this course builds include:

- Listening skills
- Empathy and compassion
- Self-awareness
- Facilitation skills and questioning skills
- Flexibility and adaptability

## **Testimonial**

“An excellent course! Superbly facilitated and run. A great balance of practical skills, theory and interaction. I would recommend it to anyone. Thank you Laura for your knowledge, warmth and sincerity.”

**N. Game-Blackmoor, Mediation training course participant**

If you are interested in this training course for your organisation, send me an e-mail or call for a free consultation to see how I can work with you.

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