

# Mediation Skills for Job Retention Training Course Outline

## Testimonials from previous training sessions

*“Helpful to get a really good insight into what mediation should look like and when it should be used”*

*“Liked lots of open discussion of real-case scenarios”*

*“The training will definitely help in dealing with in-house conflicts”*

*“Some of the best training I have attended. Thank you.”*

*“I enjoyed the practical activities in particular as it was helpful to see things in action”*

In association with

**RBDC** ● *Training*

## Course Summary

This training will take mediation skills and place them in the context of job retention case management. There will be a focus on resolving conflict between vulnerable employees and their employer or immediate line manager.

This course is experiential, drawing on your own history and working with actors to create a “live” opportunity for skills practice.

## Duration

Two full consecutive days  
12 hours CPD (actual training time)

## Training Outcomes

- To increase knowledge around the use of mediation skills in different contexts
- To gain new skills and identify transferrable skills
- To give delegates the opportunity to explore their own relationship with conflict and to understand the causes and effects of conflict in the work place
- to enable delegates to effectively support both their clients and the organisation in achieving a positive outcome in job retention.

**NB this programme will not qualify delegates as work place mediators.**

## Method of delivery

Trainees acquire knowledge, understanding and skills via a lively and stimulating mixture of lecture, role play and experiential group work paced throughout the course

## This training is aimed at:

Employment advisors & Vocational Support Workers within IAPT & Fit for Work Teams

JC+ Work Programme Advisory Services & Brokers

Occupational Therapists and other Health Professionals in both Primary and Secondary care, keen to embrace recovery principles

Human Resource Managers and Occupational Health Staff

Those working in vocational rehabilitation

The training should appeal to anyone who wishes to feel more confident in facilitating conflicting needs and difficult conversations

## Date, Location and Price

24<sup>th</sup> & 25<sup>th</sup> September 2015

Lumens, London

£265+VAT for the two days

Discount available for group bookings

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# Training Programme

	<b>Mediation Skills for Job Retention and Case Management Day one</b>
<b>09.00</b>	Arrival, registration and coffee
<b>09.30</b>	Aims and Objectives
	A little bit of background and a word about the Equality Act 2010
	The Context – We are living in ‘exponential times’
	What is Mediation?
	Introduction to the 6 step model (Nora Doherty)
	Putting mediation into your working context – where, when, why, how and never?
	What are the alternatives to mediation in conflict resolution?
	The Brief Mediation™ model
	What does conflict look like/feel like? How do I experience conflict?
	How do I behave around conflict?
	Causes of conflict in the workplace
<b>13.00</b>	Lunch
<b>14.00</b>	Afternoon Session - The Mediator’s toolkit
	Building rapport and developing active listening skills
	A brief guide to the principles of NLP in communication
	<b>Skills practice 1</b> – Getting the story
	Exploring culture, prejudice and bias
	Staying impartial
<b>16.30</b>	Reflections - Day one close
	<b>Day Two</b>
<b>9.30</b>	Reflections
	Diffusing Anger
	Reframing language
	Understanding positions and interests <ul style="list-style-type: none"> <li>• PAC</li> <li>• The Drama Triangle</li> <li>• Life Positions</li> <li>• Win-win outcomes</li> </ul>
	<b>Skills practice 2</b> (with actors) to practice skills around reframing language, defusing aggression and reaching mutual understanding
<b>13.00</b>	Lunch
	<b>Skills practice 3</b> (with actors)
	Case study: Janice – exploring options and agreeing win/win outcomes
	Q & A session
	So what does this all mean to us?
	Reflections and next steps
	Evaluation and close
	So what does this all mean for us?
	Reflections and Next steps
<b>16.00</b>	Evaluation and close