



**ESSENTIALS OF  
MEDIATION™**

The skills and strategies  
to resolve complex and  
challenging employment,  
workplace and labour  
conflicts.



## INTRODUCTION

This OCN London accredited three day course is unit one of the National Certificate in Workplace Mediation™.

Essentials of Mediation™ covers the key areas to develop the core competencies required to undertake mediation case work within the workplace.

This programme trains individuals to the highest standards in:

- ✓ Mediation best practice (TCM applies the FAIR mediation model™ – Facilitate, Appreciate, Innovate, Resolve)
- ✓ Active Listening
- ✓ Non-violent communication (NVC)
- ✓ Problem-Solving.

## WHO IS THIS COURSE FOR?

Line managers, supervisors, human resources and employee relations professionals, union officials and anyone who may be required to undertake a workplace mediation to help people resolve conflict in the workplace.



## OBJECTIVES

- ✓ Understand the causes and the nature of dysfunctional conflict at work. Participants will recognise the symptoms and expressions of dysfunctional conflict along with its underlying causes and effects.
- ✓ Transform dysfunctional and destructive conflict into functional and co-operative dialogue.
- ✓ Compare and contrast the various conflict management strategies available to organisations and to understand their own personal conflict management styles.
- ✓ Understand the seven stages of mediation and to demonstrate competency in managing the process in a safe and controlled manner.
- ✓ Understand the underlying philosophy, ethos and applications of mediation so that it can be made accessible to potential mediation parties.
- ✓ Recognise and develop strategies for overcoming potential blocks and barriers to the mediation process, including building and maintaining a commitment to mediation, identifying parties' goals and overcoming impasses during the process.
- ✓ Consider the relationship between conflict, power, prejudice and discrimination and to define the role of the mediator in developing an equitable and safe environment for positive dialogue.
- ✓ Develop anti-oppressive practices for mediators and examine the role of mediation in creating and sustaining positive and meaningful relationships across different cultures, religions, backgrounds and experiences.
- ✓ Undertake a detailed analysis of the communication process (including non-violent communication).
- ✓ Enhance parties' communication skills and develop core competencies in active listening, including the use of appropriate questions, reframing, funnelling, mirroring and summarising.
- ✓ Recognise and understand the standards of practice which mediators must adhere to before, during and after mediation.





## THE COURSE OUTLINE



## ACCREDITATION

### Day One

- ✓ Personal and organisational experiences of conflict.
- ✓ Putting workplace conflict into context.
- ✓ Mediation: Principles, process and practice.
- ✓ Introducing mediation to the parties.

### Day Two

- ✓ The skills of a workplace mediator: active listening, summarising, questioning, funneling, and reframing. Building a commitment to mediate.
- ✓ Non Violent Communication and reframing.

### Day Three

- ✓ Working towards impartiality.
- ✓ Dealing with strong emotions and challenging behavior.
- ✓ Managing the joint meeting: facilitation skills, problem- solving and reaching agreement.

This course is fully accredited by the Open College Network (OCN) and is delivered by the UK's top resolution experts.



The OCN undertake rigorous external verification of the course to ensure it is delivered to the highest of standards. OCN London is a national qualification awarding organisation regulated by Ofqual and the Quality Assurance Agency for Higher Education (QAA).



## WHY CHOOSE TCM?

**TCM trainers are experts at creating a safe, empowering and challenging training environment.**

The TCM blended learning style incorporates a range of interactive approaches before, throughout the course and post training. Participants develop their knowledge through group discussions, case studies and participation in role-plays. Peer-based evaluation and reflective learning feature heavily throughout the course and this is supported by the course facilitator's extensive and detailed assessment of learners' progress. Independent learning and reflection, which takes place outside course hours, will also be assessed. Participants gain expertise in mediation, negotiation, problem-solving and facilitation whilst developing the skills and competencies to work as mediators within their own organisations or as external mediation consultants.

**A liberating and collaborative course. I found the three days really inspiring and the training was delivered in such a way that was encouraging and empowering. I feel my eyes have been opened to a new way of thinking and I am looking forward to putting the skills into practice.**

RUTH WILLIAM, AGENT COORDINATOR,  
UNIVERSITY OF SOUTHAMPTON





## POST COURSE SUPPORT AND EVALUATION

TCM delivers extensive support for delegates on the Essentials of Mediation™ course before, during and after the course concludes. Here's what's included:

- ✓ Open College Network (OCN) accreditation fees.
- ✓ The unique online TCM Delegate Zone™ which includes useful toolkits, check sheets, videos, papers and other resources for delegates.
- ✓ Free copy of the Workplace Mediators Handbook™ for all delegates.
- ✓ One to one coaching for delegates during the course and once the course concludes, support via the TCM helpline as required.
- ✓ Assessment costs and a personal report for each learner.
- ✓ Free refresher training or webinar for all delegates after 3-6 months.
- ✓ Lifetime aftercare and support for all delegates with TCM's unique mediator helpline – The Mediator Helpline™.



## DELIVERY

This course is delivered over three days. Open access courses are delivered face-face at The TCM Academy in London or online via Zoom.

We also deliver in-house courses for organisations across the UK and beyond. Please contact us to find out our latest in-house prices for groups of 4 or more.

### Trainers:

Delivered by TCM's expert trainers and facilitators.

### Assessment:

This course is assessed by the completion of a portfolio, equivalent to 30 hours of reflective study. Participants are supported to complete all aspects of the course by our expert facilitators.

**TCM** GROUP  
Train · Consult · Mediate

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