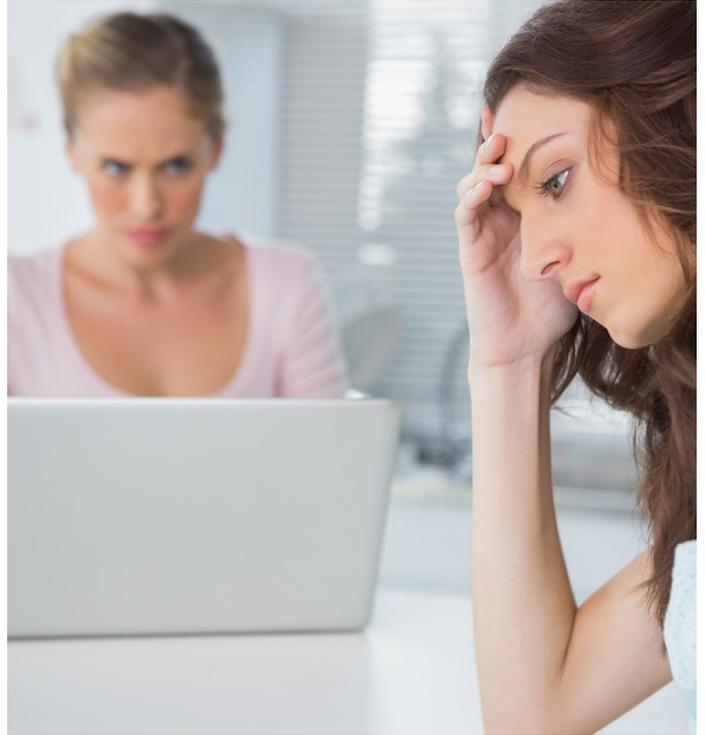


National Certificate in Workplace Mediation™



5-6 day training course for those wishing to practice as in-house mediators
The UK's benchmark qualification for workplace, employment and business mediators.

About the course

The National Certificate in Workplace Mediation is a core element of TCM's activities for supporting individuals and organisations as they develop proactive, constructive and empowering responses to workplace disputes and conflict. This programme can be delivered as an open access or in-house course.

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

This course enables participants to develop the necessary skills and competencies to work as TCM Group accredited mediators within their own organisations, or as external consultants. This course offers mediators a professional framework in which to practice within the clearly defined standards of the Professional Mediators' Association (PMA).

TCM provides a package of ongoing support and continuing professional development (CPD) for TCM trained in-house mediators through the Professional Mediators Association (PMA).

The NCWM offers an in-depth analysis of mediation, with particular reference to resolving workplace disputes and conflict. The course uses a variety of learning and teaching methods.

During the course, participants are encouraged to develop their learning through group discussions, role-plays, case study discussions as well as independent learning and reflection. Peer-based evaluation and learning feature heavily throughout the programme. This is supported by regular assessment of activities and learners' progress by course facilitators.

The programme is appropriate for individuals who want to develop or enhance their conflict management skills. It is also relevant for individuals who regularly manage conflict as part of their work, including managers, supervisors, investigators, equality officers, HR and personnel professionals, advocates and complaints managers.

The course has been professionally designed to develop participants' skills as they become practicing mediators. Thus, the role of the trainer is to facilitate learning through the provision of resources and support, as well as stimulating discussion and providing challenging exercises to give learners a diverse and highly participatory learning experience. Learning is done during contact time and via private, directed study.

Throughout the course, the delivery of teaching and learning methods takes on a variety of forms, including group discussions, workshops, awareness work, skills practice, role-play, group and individual work.

Trainer presentation

This method of learning is mainly used as a precursor to experiential workshops and role-plays. Trainers provide information and knowledge on the models, processes, principles and theory in the context of unit content. This information is reinforced via other methods of teaching.

Private study, tutorial and personal reflection

Reflective learning is an important element in mediation work. Mediators operate in difficult emotional conflict situations. Practitioners need to address their own personal needs and motivations so that they are able to recognise unresolved past conflict which impacts on the quality and effectiveness of their work. This can be partially processed through private study and tutorials. Private study also offers the opportunity for learners to assimilate elements of the course content and personal articulation of the theory and principles.

Role-play

This is an important part of the course in which participants are encouraged to put principles into practice in a safe environment via experiential learning. The emphasis will be on participants' ability to try out specific mediation skills. Trainer, participant and peer feedback is also part of this process. Participants will be involved in assessed role-plays which they must pass to complete this course.

Group plenary

Participants are invited as a group to compare different learning experiences throughout the course and to give feedback on their own development. This consolidates the group and develops their awareness of adjusting to each other's learning styles as well as developing their awareness of each other's learning needs.

Self directed learning

Learners will be given tasks to complete outside of the training room in relation to course content covered during contact time. Tasks will include a problem analysis focus, questions and exercises that are relevant to particular sessions delivered.

Evidence of learning

All participants are expected to complete a portfolio of learning. The portfolio will require on average 4 days learning. This is the minimum standard set by OCN.

The training workbook uses a standard template provided by Total Conflict Management, however, it may also include:

- Learner reflection sheets
- Completed learning exercises
- Peer feedback and assessment sheets
- Tutor feedback and assessment sheets
- Private study tasks
- Role-plays completed
- Articles and notes
- Records of skill exercises
- Tutors final overall assessment

The Course Outline

Day 1

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

Day 2

- The skills of a workplace mediator: active listening, summarising, questioning, funnelling, reframing. Building a commitment to mediate.
- Non-violent communication and reframing.
- Managing individual meeting.

Day 3

- Working towards impartiality.
- Dealing with strong emotions and challenging behaviour.

- Managing the joint meeting: facilitation skills, problem solving and reaching agreement.

Day 4

- Observed role-plays and feedback.
- Dealing with impasse in mediation.

Day 5

- Observed role-plays and feedback.
- Dealing with prejudice in mediation.

Day 6

- Observed role-plays and feedback.
- Dealing with power in mediation.

The course outcome

By the end of the programme, participants will have developed the necessary skills to ensure that they are able to:

1. 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.
2. Transform dysfunctional and destructive conflict into functional and co-operative dialogue.
3. Compare and contrast the various conflict management strategies available to organisations and to understand their own personal conflict management styles.
4. Understand the seven stages of mediation and demonstrate competency in managing the process in a safe and controlled manner.
5. Understand the underlying philosophy, ethos and applications of mediation so that it can be made accessible to potential mediation parties.
6. 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.
7. Consider the relationship between conflict, power, prejudice and discrimination; define the role of the mediator in developing an equitable and safe environment for positive dialogue.
8. 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.
9. Undertake a detailed analysis of the communication process (including non-violent communication).
10. Enhance parties' communication skills and develop core competencies in active listening, including the use of appropriate questions, reframing, funnelling, mirroring and summarising.
11. Recognise and understand the standards of practice which mediators must adhere to before, during and after mediation.

"This is a great course, able to provide delegates with the confidence and skills to effectively mediate disputes and difficult situations. Thank you!"

Jo Mutch, Senior ER Manager at Deloitte

"This course is just brilliant. I enjoyed the frequent role plays and the trainer's tips and feedback. This course has exceeded my expectations. I feel as though I am ready to practise a real mediation session. TCM are a very professional organisation, able to provide delegates with valuable skills, practise and confidence for becoming a successful mediator."

Stacey Baptiste, HR Advisor at DHL

"A truly insightful, empowering and relevant course. I can use these skills in a full range of work situations."

Joanne Addington, Senior HR Manager at BGL group
