

# NATIONAL MEDIATOR ACCREDITATION

A SIX DAY TRAINING FOR SUPPORTING ENGAGEMENT AND SELF-DETERMINATION

This interactive training provides participants with advanced skills in managing conflict, as well as assessment for National Mediation Accreditation in accordance with the National Mediator Accreditation Standards.

## What people are saying

*“Unique approach and perspective that really adds and expands and perhaps also replaces other mediation training.”*

*“The transformative mediation framework was new to me and I really appreciate its focus and core skills...to be used in many aspects of work / personal life and not just in mediations.”*

*“The training was an opportunity for self development, greater awareness of human interactions and what drives conflict.”*

## Days 1 to 3

Develop your understanding of conflict, identify opportunities for intervention and enable open, honest and empathic dialogue by **learning how to:**

- Identify disempowerment and disengagement.
- Support parties to get clarity about their own priorities, consider their emotional responses and wholly engage with the mediation process.
- Shift interactions from negative to constructive by strengthening party responsiveness and decision-making.
- Develop new dynamics between people in conflict, leading to fuller satisfaction and more sustainable outcomes.

## Days 4 to 6

- Participate in role plays and skill-building activities.
- Gain valuable support and advice from independent coaches who will provide feedback on your performance and development.

On day six participants will conduct an assessment mediation.

## Topics

- The Fifth Dimension: *empathy, honesty and openness*
- Elements of mediation
- Mediator skills and responses
- Avoiding directiveness
- National Mediator Accreditation Standards: *Supporting self-determination*

## WHO SHOULD ATTEND

Managers

Team leaders

Lawyers

## RELATED COURSES

Mediation Master Class (CPD)  
(Three days)

Communicating with Clients  
(One day)

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