

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

“This course takes the participants one step further by removing the rigid triangle of the process and allowing a more natural unfolding of communication between the parties.”

Days 1 to 4

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

- Support parties to get clear 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 5 and 6

Throughout the course you will be involved in a number of 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 role play.

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)
(Two days)

Communicating with Clients
(One day)