

Certified Mediation Training

A Conflict Positive Approach to Mediation for the Busy Professional

This 60-hour course is the only one of its kind in Ireland that combines core skills for workplace and commercial mediation, delivered by advanced mediators in workplace, organisational, family and commercial mediation.



Reduce conflict and cost in the workplace

“

I highly recommend this course

Delma Sweeney
Former Programme Director,
Masters Degree
in Mediation and
Conflict Intervention,
NUIM

”

Mediate and negotiate like a professional

“

A skillset every people manager needs to have to be effective

David Farrell
General Manager,
Mc Kesson

”

Minimise billable time away from the desk

“

Very useful for effective interaction with multiple level stakeholders

Peter Byrne
CEO,
South Dublin Chamber

”

Contact us to become a certified mediator

01 293 4741 • info@equita.ie • www.equita.ie

Conflict Positive Certified Mediator Course



This course is designed to provide knowledge and skills in conflict resolution and mediation. Contact us for the next available date. Note: Spaces are limited.

Delivered in four units over eight days, four times a year, EQUITA's Conflict Positive Certified Mediator Course is a highly interactive and integrated programme, bringing together the essential knowledge, skills and attitudes for the demanding work of facilitating the resolution of emotion and interest based conflict. The content consists of a mixture of theoretical presentation, an exploration of how theory applies to practice, and skills development through exercises and role-play. It aims to integrate participants' experience and abilities with mediation and conflict management.

- Anybody - at any level - with responsibility for resolving workplace disputes and conflict who wishes to enhance their skills in this area
- Anybody who would like to become an accredited Professional Mediator
- Those who wish to use mediation skills in their area of work or profession

Why choose us?

- Accredited by the Mediators' Institute of Ireland (MII)
- Delivered by some of Ireland's leading experts in mediation
 - It is the only course of its kind in Ireland to deliver a combination of core mediation, workplace and commercial mediation
 - We provide one-to-one support and personal feedback on your skills
 - First class value for money
 - Guaranteed to build your confidence
 - International standard case studies
 - All-inclusive fee includes all course notes, articles and core text book [*The Mediator's Handbook*]
 - We administer MII membership on successful completion of exam
- Access to 'sharing and learning' groups
- Free car parking

Competency Assessment

A Certificate in Mediation is awarded to students who successfully pass the mediation role-play competency assessment. For those who wish to be accredited as an MII Certified Mediator, this competency assessment must be completed and passed.

Who should attend?

- Managers, HR Practitioners, Team Leaders, Consultants, Advisers and others who negotiate and deal with conflict and dispute resolution
- Lawyers and Barristers interested in ADR
- Officials and Trade Union representatives



World class facilitators, with great diversity in their industry experience, the course really exceeded my expectations

John O'Connell
HR Director,
Tallaght Hospital

Programme Overview

Mediation Knowledge & Skills

This training course is designed to provide knowledge and skills in conflict resolution and mediation and is delivered in four units of 15 hours each. It is approved by the Mediators' Institute of Ireland (MII) as a certified training course for mediators. This is a highly interactive and integrated programme, bringing together the essential knowledge, skills and attitudes for the demanding work of facilitating the resolution of emotion and interest based conflict. The content consists of a mixture of theoretical presentation, an exploration of how theory applies to practice, and skills development through exercises and role-play. It aims to integrate participants' experience and abilities with mediation and conflict management.

Unit One: Conflict & Mediation (Day 1 & Day 2)

This unit aims to provide students with knowledge of conflict theory and the mediation paradigm; dispute resolution processes; concepts of impartiality and multi-partiality; the mediation process concepts and skills. The skills of mediation are taught through theoretical presentation and experiential learning and students develop active listening, framing and reframing skills; knowledge of the purpose of storytelling and setting ground rules. Concepts of impartiality, neutrality and multi-partiality are examined and the differences between suppression, settlement and resolution are explored. Students learn how to open the mediation space; facilitate collaborative relationships in mediation, and analyse conflict through the understanding of positions and interests in clients' conflict stories.

Unit Two: Creativity & Negotiation (Day 3 & Day 4)

This unit introduces students to negotiation as a process of bargaining between two (or more) interests, in a competitive or collaborative style. Students learn about negotiation as it is conducted directly by the concerned parties or takes place during the mediation process. Principled and positional negotiations are explored both in theory and in practice through coached experiential exercises. Students are taught how to manage impasse and non-agreement, and how to use caucus, shuttle mediation and co-mediation. Identifying, gathering, managing, analysing, prioritising, and working with information through option development, brainstorming and reality testing are explored in theory and in practice.

Unit Three: Use of Language, Questioning & Ethics (Day 5 & Day 6)

This unit aims to give students knowledge and sensitivity to mediation ethics through the exploration of ethical codes and the

application of these codes to ethical dilemmas. Students learn the language and form of Mediated Agreements in theory and practice. The creation of formulations as an analytical tool is developed through mediation film review and through practice. Students learn how to introduce more information into the system (family, business, community etc.) through questioning, thus creating dialogues with a difference. A variety of forms of questioning are taught, each with a specific goal and purpose.

Unit Four: Mediation Practice (Day 7)

Students develop their mediation practice and skills in this session and explore mediation dynamics and the purpose result of different interventions. Students are given extensive individual coaching in mediation practice in role-play to enhance their self-knowledge and develop their mediation practice. The use of positive and constructive language in giving feedback, and the nature of power dynamics in mediation are also taught.

Course Assessment (Day 8)

Mediation role-play.





Day 1: Conflict and Mediation

- The Mediation Process
- The Dynamics of Conflict
- Storytelling 1
- Role-play

Day 2: Communication

- Framing and Reframing
- Storytelling 2
- Positions and Interests
- Role-play

Day 3: Communication: Option Development

- Enabling Relationship
- Option Development
- Facilitating Creativity
- Process Management: Engaging and Empowering
- Role-play

Day 4: Negotiation Skills in Commercial Mediation

- Types of Negotiation
- Phases of Negotiation
- Positions and Interests
- Framing
- Role-play

“ *This course exceeded my expectations – highly interactive and very practical* ”
 Declan Duke
 Principal Partner, IPC Consulting

“ *Excellent course, excellent facilitators and mediators* ”
 Bernard O’Byrne
 CEO, Basketball Ireland

“ *This course has provided me with invaluable skills that I will be able to use in both my professional and everyday life* ”
 Brian Kirwan
 Irish Water

Day 5: Questioning, Agreement, Values and Mediation

- Questioning
- Role-play
- Creating Agreement
- Writing Agreement
- Practice Writing Agreement
- Ethics
- Ethical Dilemmas
- Values and Principles

Day 6: Mediation Skills Practice

- Role-play

Day 7: Reflective Practice, Power and Mediation

- Power and Mediation
- Reflective Practice
- Impasse
- Styles in Mediation
- Transformative Mediation
- Role-play

Day 8: Assessment Role-play

- Role-play
- Review
- Ending

**Margaret Considine
CEO & Head of ADR**

- MMII & CEDR
- M.A.A.T
- BA (Mgmt)
- H. Dip (Mediation)
- MSc (Mgmt OB)
- MA [Mediation & Conflict Resolution]
- MII & CEDR
- Advanced Mediator
- Conflict Coach

Margaret Considine, CEO of Equita Consulting Limited, is one of Ireland’s leading experts in the field of mediation. Margaret is a workplace and commercial mediator, commercial negotiator, management consultant and cutting edge executive educationalist. She lectures to Masters Degree level and works on the NUIM Mediation Masters Degree programmes and on the Law Society Diploma in Mediation.

A member of the Mediators’ Institute of Ireland (MII) Council and Chair of its conference committee, she is also a trained mediator with the Centre for Effective Dispute Resolution (CEDR) Ireland.

Margaret works with major companies in Ireland and Europe, assisting them in mediations, management development, negotiations, coaching and HR/employment issues. She has extensive experience with both private and public sector clients and is a graduate of University College Dublin, National University of Ireland Maynooth and Trinity College Dublin. Margaret has extended her studies internationally in Harvard Law School, Harvard Business School, Stanford and Northwestern University in the USA.

Other faculty members include:

- Margaret Ramsay**
- Catherine O’Connell**
- George Carroll**

Trainers and assessors are all accredited members of the Mediators’ Institute of Ireland.

**Julie McAuliffe
Programme Director**

- MA Mediation & Conflict Resolution
- IMI BA Management Programme, First Class Honours
- MSc Degree in Mediation & Conflict Resolution, UCD
- Conflict Coach

Julie has worked for many years with Equita Consulting where she mediates, co-mediate and coaches conflicted parties. Julie also holds a number of organisational posts.

She mediates complex multi-party disputes, as well as interpersonal misunderstandings, bullying and harassment issues, and family disputes.

Julie teaches mediation at UCD, NUIM and the Institute of Public Administration, and is a trainer on the post-graduate Certificate in Mediation Training for the Law Society. She has also served on the Executive Board of the Mediators’ Institute of Ireland (MII) and as Registrar with the MII.

**Keelin O’Reilly
Mediator**

- Dip in Personnel Management, NCIR and CIPD
- MSc Education, Training and Development, Sheffield University
- Diploma in Business & Personal Coaching, Irish Lifecoach Institute
- Certificate in Mediation, IPA
- Conflict Coach

Keelin is a Mediation Practitioner and Mediation Trainer on numerous MII accredited courses. She has mediated in Organisation, Workplace, Family and Community cases and has successfully facilitated parties to reach agreement in several cases. She has designed and delivered a range of training programmes including communication, employment law, equality and diversity, conflict and mediation.

Keelin has been a Human Resources specialist for almost 16 years, working with organisations in the educational, public, private and community sectors, providing mentoring and coaching to a range of SMEs in the areas of communications, work relations and dealing with conflict in the workplace.



The Mediators' Institute of Ireland

The Professional Association for Mediators

EQUITA Conflict Positive Certified Mediator Course Application Form

Personal Details

Name: _____

Address: _____

Work tel: _____

Mobile: _____

Email: _____

Preferred contact method: _____

Profession: _____

Qualifications: _____

Company: _____

Course Details

Preferred date:	Choice 1	Choice 2
Spring	<input type="checkbox"/>	<input type="checkbox"/>
Summer	<input type="checkbox"/>	<input type="checkbox"/>
Autumn	<input type="checkbox"/>	<input type="checkbox"/>
Winter	<input type="checkbox"/>	<input type="checkbox"/>

All inclusive price: €2250

Course fee includes:

- ✓ MII student membership
- ✓ MII competency assessment
- ✓ All course documents
- ✓ Core text book

Bank Details

Bank Account:
 Permanent TSB
 2-4 Upper Baggot Street
 Dublin 4

Sort code: 990626

Account number: 11946027

IBAN: IE26IPBS99062611946027

Swift code/BIC: IPBSIE2D

Payment Details

PO (if required): _____

Method of payment (Please tick the relevant box):

Bank deposit or electronic transfer:

Visa:

Signed: _____

Date: _____