



Mediation Skills

Course Objectives Students will develop a set of skills, attitudes and knowledge about mediation, in order that they are equipped to carry out all aspects of work in a community mediation service. Additionally these skills may be applied in the workplace and an increasing range of conflict and negotiation scenarios.

Experience required Sufficient competency in language and social skills are needed to participate, and also to

- Be able to discern, and accept, different cultural patterns of behaviour in others
- Be able to engage in self-development
- Maintain adequate objectivity in emotionally charged situations
- Be willing to undertake participatory exercises and group with other learners.

Overall learning aims The course is divided into three Units:

Unit 1: Interpersonal Communication within the Mediation Process.

Unit aim: to communicate well at both the rational and emotional level throughout the mediation process.

Unit 2: Initial Meeting with Mediation Clients.

Unit aim: to make and develop contact with clients in order to reach agreement about how the mediation service can be of help.

Unit 3: Mediation Sessions Between Parties (Joint Party Mediation).

Unit aim: to carry out a mediation session between parties in dispute using a joint party meeting.

Teaching methods Audio Visual, Practical Demonstration, Discussion, Experiential Learning Exercises, Formal Instruction.

Private study Self-study assignments are given to help learners deepen and broaden the learning they have already undertaken in the training room. They are open-book short answer questions, and reflections on the activities undertaken in the training. Learners complete Learning Records, which guide learners through private study. Learner support Individual tutorials are arranged for learners during and at the end of the course.

Assessment method Assessment is the internal process operated by the trainers. Learners are asked to gather evidence to show they have met the standards defined by the Learning Outcomes, and to demonstrate practical skill levels in the training room.

Accreditation is an external process undertaken in conjunction with the Open College Network.

Grievance/ Complaints will be carried out under NFS Mediation Grievance and complaints procedures for learners.

Progression on completion Supervised mediation practice and casework is undertaken after successful completion of the training programme.