

# Professional Workplace Mediation Skills Course

Part One: 15-16-17 March 2016

Part Two: 4-5-6-7 April 2016

Letchworth Garden City, England



An accredited, 7-day (60 hrs) mediation training course from one of Europe's leading providers. Designed for individuals wishing to develop and offer professional level mediation skills, as part of an internal service or as an independent practitioner.

Course limited to only eight participants  
Book now to ensure your place

**buonconsultancy**  
solving problems

# Professional, accredited and affordable workplace mediation training - £895<sub>+VAT</sub>

Created specifically for the workplace setting and utilising a blend of interactive role play, peer coaching and case-study based discussion, the course provides a comprehensive skills training for anyone wishing to gain competency in mediating workplace conflict — either as part of an internal mediation team or as an independent professional. The teaching style is highly experiential and encompasses elements of both a problem solving and transformative approach.

## Your Trainer



The trainer is Tony Buon, the Managing Partner of Buon Consultancy. He is a well known workplace mediator with over 25 years experience as a mediator instructor. Tony is also a qualified workplace psychologist, educator and author.

Tony holds Diplomas in Mediation, Conflict Resolution, Counselling and Teaching. Degrees in Psychology and Behavioural Sciences and Post-Graduate Qualifications in Education and Organisational Psychology. He is also a Certified Employee Assistance Professional (CEAP) and an Accredited Mediator (MII).

Tony has extensive adult & tertiary teaching experience and has taught up to Master's Level in Universities and Colleges in Australia, China and the UK.

Some of the over 1000 organisations Tony has worked with includes; 3M, Accor, Aramco, AXA, the British Council, BP, Coca Cola, CiC, CSR, DAA, Diageo, Dorset Police, DAA, DuPont, EAPA, ENI, Hampshire Council, NHS, Scottish Police College, & the Sydney Olympics.

## Comments from previous participants:

"...one of the best courses I have ever attended!"

"I can't believe how much I learnt. As a qualified therapist, I thought I knew it all, this course truly expanded my professional practice into uncharted waters"

"...the trainer was excellent and the individual coaching fantastic"

"I loved that the course focused on the practical skills of how to actually conduct a mediation"

## Accreditation - Certification

This course has been accredited by the Mediators' Institute of Ireland (MII) for several years. The MII is the professional association for Mediators in the ROI and NI. Established in 1992, it promotes the use & practice of mediation to European Standards.

All training programmes approved by the MII are assessed against specific criteria based on the competencies required for the various levels of membership. Any person who is on an MII approved training programme is entitled to apply for free membership of the MII under the Trainee Member scheme.

This 60-hour training course (seven day) is accredited to Associate level and successful participants can gain membership to *Associate Member Status*. For Certified status participants would need to conduct the one-day MII Assessment after completing this course.

Participants will also receive a Certificate in Professional Workplace Mediation Skills from the Buon Consultancy. Other professional PDH's may be available.

**We are also applying for the course to be accredited in England under the recently introduced CMC scheme. More details as they become available.**

**NB: There will be an individual assessment of competence towards the end of the course.**

## Entry requirements

This course is open to HR Professionals (CIPD Diploma or equivalent), Welfare Officers, CEAPs, Lawyers, EAP Counsellors, Coaches, Psychotherapists, Occupational Health Professionals or those who hold another relevant qualification. Participants must also have a minimum of three years experience in a professional role and should have well developed communication skills.

## Why entry restrictions?

With over 25 years of conducting mediation training, we have found that entry requirements ensure participants have the basic skills required for mediation and are professionally compatible within the context of the interactive type of training and coaching offered. **If you feel you don't qualify for entry, but would like to be considered, please contact us .**

# Professional Mediation Skills Course Outline

## 7-day Accredited Course (60 hours total)

The training comprises seven sessions, each lasting seven hours, with a break between Part 1 & Part 2. Each day starts at 9:00 and finishes at 5:00, except for the two Wednesdays when we start at 10:00.

### Part 1: Feb 1-2-3 2016

#### Day One

- Introduction to mediation
- Models of mediation
- When mediation is and isn't appropriate
- 7-Stage Mediation Process
- Confidentiality
- Conflict and conflict resolution

#### Day Two

- Observing a professional mediator
- Characteristics of a good mediator
- Mediation basics
- Workplace context
- Pre-Mediation
- Pre-Mediation Role-Plays

#### Day Three

- Mediation room set-up
- Guidelines & conditions for mediation
- Controlling the session
- Opening statements
- Remaining Impartial
- Separate meetings and caucusing

**Note:** There is several hours of homework to be done between Day Three and Day Four and a small amount of homework each evening

**NB:** The above programme is subject to change

### Part 2: March 1-2-3-4 2016

#### Day Four

- Identifying issues
- Reframing techniques for mediation
- Negotiation theory
- Co-mediation Vs solo-mediation
- Role-plays on first stages
- Proper use of brainstorming

#### Day Five

- Revision & Review
- Dealing with blockages
- Moving disputants forward
- Dynamics: Elephants & Icebergs in mediation
- Recognizing and overcoming false consensus

#### Day Six

- Reaching Agreement
- Written Vs non-written agreements
- Role-plays on agreements
- Mediation Process: Follow up
- Ethical standards of mediation practice
- Bullying & Harassment issues
- Assessed role-plays (group one)

#### Day Seven

- Assessed role-plays (group two)
- Accreditation issues
- Ongoing Professional Development
- Establishing a mediation practice
- Course Summary & Evaluation

**Affordability:** We realise that professional training is a significant investment for many people. We have worked hard to keep the course fees at a very reasonable rate. To achieve this we moved the course from central London, to the delightful town of Letchworth Garden City and a lower cost venue and made lunch optional. Letchworth is a 35 minute train ride from Kings Cross Station. **Our 2015 training group rated the venue as 'excellent'.**

## Venue



The Broadway Hotel  
Broadway, Letchworth Garden City  
Hertfordshire SG6 3NZ  
Hotel Phone: 01462 480111

# Registration Form

Professional Mediation Skills Course March/April 2016

**Please phone or email to confirm place and then copy, complete and post (or email) this form to:**

Buon Consultancy, 20-22 Wenlock Road, London, N1 7GU

Enquiries to: Tony Buon 07762709377 (mob) Email: [info@buon.net](mailto:info@buon.net)



Name:

Job Title:

Organisation:

Address:

Phone:

Qualifications Held:

Email:

Signature (required):

**Method of Payment** (please tick)  Please invoice (purchase order attached)  Full payment enclosed (cheque)  
 Pay by credit card (call us)  Please reserve a place (payment of £100 attached)  Pay by instalments (see below)

**The full fee for this 7-day course is £895.00 + vat (£179) Total £1074.** This can be paid in full on booking or a non-refundable deposit (£100.00) is required to reserve your place. The balance must be paid 14 days before course commencement. **Places are very limited (8 maximum) and will be allocated on a first come basis.** The fee includes a comprehensive training manual and coffee breaks. An *optional* carvery lunch is available for £5.95 at the venue.

**New Optional Instalment Plan:** *1st payment on booking £100, 2nd payment of £250 by 31 January 2016, 3rd payment of £300 by 29 February 2016, Final payment of £424 paid before 14 March 2016.*

Reasonable priced B&B accommodation is available at the venue. **Please book directly with the hotel asap if you need accommodation** and tell them you are attending the course to secure the special rate of £54.95 per night (B&B). There is free parking at the venue & the railway station is 2 minute walk.

**NB Cancellations:** Substitutions (of eligible persons) available at any time before course commences. Cancellations made after 31 January 2016 will incur a 33% cancellation fee. If we can re-sell your place, you will receive a full refund less a £100.00 admin fee. Unfortunately there is no refund for partial completion of the course or for cancellations made on or after 4 March 2016. Contact us for any clarifications before booking.