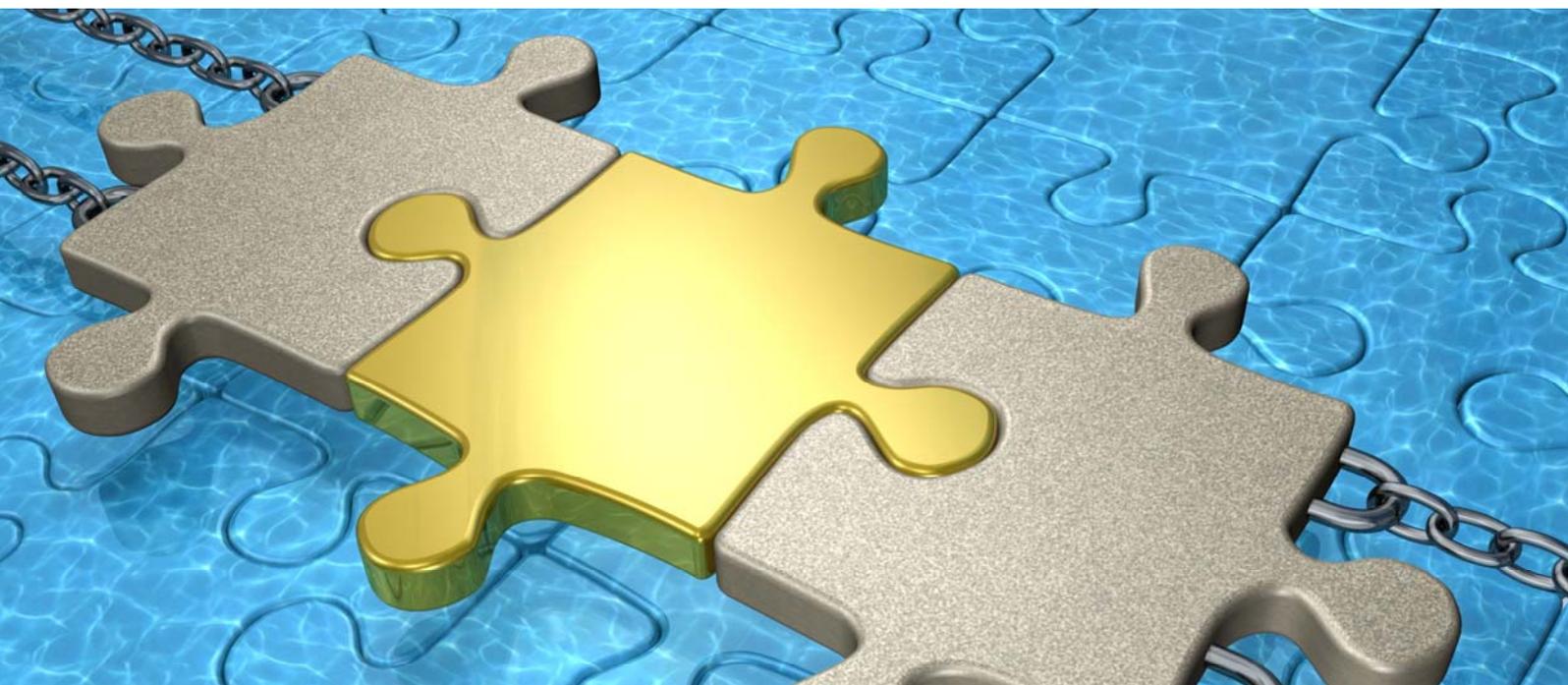


Professional Workplace Mediation Skills Course

Part One: 2 days — 29-30 May 2018

Part Two: 3 days — 6-8 June 2018

Part Three: 2 days — 13-14 June 2018



A 7-day (60 hrs) mediation training course from one of the UK's leading CMC Recognised Providers. Designed for individuals wishing to offer professional level mediation skills as an independent practitioner or as part of an internal service.

Venue:

The London Space Centre
94 Judd St, London WC1H 9NT

buonconsultancy
solving problems

CMCRegistered
MEDIATOR

Professional, accredited and affordable workplace mediation training - £950_{+VAT}

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 Registered Civil, Commercial and Workplace Mediator (CMC).

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 previously been accredited by the Mediators' Institute of Ireland (MII). However, with the CMC Registration scheme in the UK, we have modified the course to meet the current CMC requirements for Professional Registration.

Our 7-day course is now recognised by the CMC. The CMC offers a professional registration scheme for workplace mediators.

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

NB: There is an individual assessment of competence at 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 .

The course is limited to only eight people and this is the only course we have planned for the UK this year. So please book ASAP.

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 Parts 1, 2 & 3. Each day starts at 9:00 and finishes at 5:00. It is essential you attend all days to meet the requirements.

Part 1:

Day One - 29 May

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

Day Two - 30 May

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

Part 2:

Day Three - 6 June

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

Note: There is a small amount of homework to be completed each evening and between breaks.

NB: The above programme is subject to change

The Assessed Role-plays at the end of the course will be conducted by a CMC Registered Mediator not involved in the delivery of the course—this is a requirement for Registration.

Day Four - 7 June

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

Day Five - 8 June

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

Part 3:

Day Six - 13 June

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

Day Seven - 14 June

- Assessed role-plays (group two)
- CMC Registration Process
- 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 this aim we have kept the fee in 2018 the same as we charged in 2016, .



The London Space Centre
94 Judd Street, London, WC1H 9NT

Registration Form

Professional Mediation Skills Course May/June 2018

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

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

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



Name:	
Job Title:	
Organisation:	
Address:	Phone:
Summary of Qualifications Held:	Email:
	Signature (required):

Method of Payment (please tick) Please invoice (purchase order attached) Full payment enclosed (cheque)

Pay by credit card (email us) Please reserve a place (payment of £100 attached) Pay by instalments (see below)

The full fee for this 7-day course is £950 + VAT . **(Total £1140.00)** 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 10 business days before course commencement.

Make any cheques payable to “Buon Consultancy”. A VAT receipt will be issued.

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. Lunch is not included but there are places serving lunch near the venue. All delegates also receive six months of free Professional Mediation Supervision (telephone/skype/email) by a Senior Buon Consultancy Mediator (Valued at £300).

Optional Instalment Plan: (1) Pay first payment of £100 on booking (2) Pay second payment of £300 on 1 May (3) Pay third payment of £300 on Day One of the Course (28 May) (4) Pay Fourth & Final Payment of on Day Six of the course - 13 June (£250 ex vat or £440 inc vat).

Cancellations: Substitutions (of eligible persons) available at any time before course commences. Cancellations made after 1 May 2018 will incur a 33% cancellation fee. If we can re-sell your place, you will receive a full refund less a £50.00 admin fee. Unfortunately there is no refund for partial completion of the course or for cancellations made on or after 14 May 2018. If you are on the 'instalment plan' and you commence the course, the full-fee is payable even if you withdraw from the course. In the unlikely case we had to cancel the course a full refund of all fees paid will be made. Contact us for any clarifications before booking.