



Diploma in Mediation

Accredited by:

TU Dublin Level 6, Special Purpose Award, 20 ECTS

Accredited by the Mediators Institute of Ireland at Certified Membership Level

Details

Duration: 12 Days

Dates

Dublin: Mar 25, Apr 15, 29,
May 14, 28, Jun 11, Sep 9,
23, Oct 7, 21 Nov 4, 18, 2019

Dublin: Oct 1, 15, Nov 5, 19,
Dec 3, 2019. Jan 21, Feb 4,
18, Mar 3, 24, Apr 7, 21, 2020

Time:

9.30 am– 5.00 pm

Venue:

Ibec
84-86 Lower Baggot Street
Dublin 2

Cost:

Ibec member: €3,200

Non-member rate: €3,500

Programme Overview:

To introduce participants to the concept of mediation and its use in settling arguments, disputes and conflict

- To develop an understanding of the process of mediation and the various tasks involved in each step
- To understand the principles involved in effective mediation
- To learn and practice a range of skills for effective conflict resolution and to gain an
 - insight into one's own approach to conflict
- To become more confident as a mediator building a personal style and approach
- To consider how best to introduce mediation into an organisation and what structures and policies need to be constructed

Programme Outcomes:

On completion of the programme, participants will:

- Explain the differences between mediation, arbitration, conciliation and other approaches to dispute resolution
- Describe the process and skills involved in mediation, and have demonstrated this in practice
- Understand the advantages and disadvantages of using mediation
- Understand the behavioural differences between individuals and how conflict is dealt with in different ways
- Know the characteristics necessary for effective mediators
- Understand and practise an ethical approach to mediation

Approach:

The approach of this twelve-day workshop will be highly interactive and practical. Participants will be encouraged to express their views and to discuss their own experience.

- The presenter is an experienced practitioner who will relate the learning to real-life conflict.
- The use of practical exercises, case studies and role-plays will ensure a high degree of participation and self-learning.
- A flexible approach will be used throughout and priority will be given to the interests and learning of the group.



Programme Assessment:

Individual assessments are an integral part of the programme and count towards end of year results as follows:

Module 1:

1. Project; 2500-3000

words: 50%

2. Role play 30%

3. Learning Journal 20%

Module 2:

1. Project; 2500-3000

words: 50%

2. Exam 30%

3. Learning Journal 20%

Contact:

For further information, please contact Marie Keogh by phone (01) 605 1645 or at marie.keogh@ibec.ie

Programme Schedule:

Module 1 Mediation Process and Skills (6 days)

- Different mediation contexts
- Characteristics of a proficient mediator
- Gaining commitment to mediate
- The mediation process
- Tasks required at each stage of the process
- Ground rules
- Demonstration of a mediation case
- A range of skills is introduced and participants practice each skill as well as integrating these skills into a mediation role play:
- Managing power differences
- Dealing with barriers and impasse

Module 2 Mediation and the Organisation (6 days)

- Why people fight and what to do about it
 - The cost of conflict
 - Approaches to conflict resolution
- Uses of mediation:
 - Employment – bullying and harassment, discrimination, grievance and discipline, performance management, personality clashes, change management.
 - Supplier relationships
 - Customer complaints handling
 - Mergers and acquisitions
 - Commercial – viable alternative to litigation
 - Medical negligence
 - Ombuds schemes
- Systems thinking – one change affects the whole system
 - Mediation and leadership
 - Advantages of using mediation as a business strategy – the business case
 - Conflict analysis
 - Resolution systems
 - Managing change and dealing with impasse
 - Mediation ‘fit’ with organizational
 - culture
 - The legal system and mediation