



MII Accredited Mediator Training

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Become a Qualified Mediator!



How do I become a qualified mediator?

The first step in becoming a MII qualified Mediator is to complete a MII Certified Training Programme. Hibernian Training courses currently offers this programme in a standard 6 day format - see below for programme objectives and content. This course is accredited by Mediators Institute of Ireland (The MII).

What can I use my qualification for?

You can become an MII accredited Mediator. This training includes assessment for accreditation with the Mediators' Institute of Ireland. Participants who pass this assessment will be eligible to register with the MII to practice as a "Certified Mediator".

Course Overview

This Programme run by Hibernian Training and approved to Certified level by the Mediator's Institute of Ireland, comprises 60 hours in total, which consists of:

- 6 full training days (42 hours)
- One-day role play assessment

This programme has a strong emphasis on role play skills practice, with no more than 6 participants to one trainer. This is to ensure each participant gets maximum opportunity in the Mediator role well as individual coaching and feedback on their skill development from the trainer.

On completion of this 6-day programme you will be able to:

- Professionally arrange and run an effective formal mediation process for parties in a dispute.
- Calmly hold an impartial and unbiased role when working with people in a conflict
- Rapidly de-escalate a conflict or heated interaction
- Listen in a way that enables people to get greater clarity about their own needs and interests
- Create a safe environment for parties in dispute to discuss their differences
- Facilitate disputing parties to move from destructive behaviours to constructive problem-solving
- Confidently handle another person's strong emotions
- Mediate effectively with parties in dispute to help them find a win-win resolution to their difficulties
- Deal with your own difficult conversations and relationships more successfully

Course Objectives

- To develop an understanding and knowledge of Mediation theory, principles, practice and methods
- To gain an awareness in participants of their own styles and approaches to dealing with conflict
- To develop a theoretical understanding of conflict, managing conflict and principles of conflict resolution as well as the concepts of
- To develop understanding of different styles and models of Mediation
- To give participants an understanding of the structures and processes involved in Mediation
- To raise awareness of the external context of Mediation i.e. role in dispute resolution, working with other professionals, ethical dilemmas etc.
- To raise awareness of the influence of one's own professional and personal assumptions and biases on the Mediation process
- To develop effective skills, knowledge and attitudes in Mediation to meet the certified assessment requirements
- To give participants an opportunity to practice skills in simulated role plays
- To develop confidence and ability in participants and enable them to practice as certified mediators on completion of the course

Training Process

The training methodology employs key principles of adult learning. Participants have already accumulated skills and experience and aims to harness and build on this. There is also an emphasis on peer observation and self-assessment during the training. Role play practice forms a core part of the training. All participants will receive extensive individual coaching and mentoring on their skill development throughout the course.

Participants are also required to complete a Learning journal and written assignment.

Certified Mediation Programme Assessment

The Assessment for Certified Mediator level will be carried out by an External Assessor. The assessment requires the candidate being assessed to act as a mediator in a role play which must run for 50-55 minutes. The two disputant roles are played by two of the other candidates for assessment. The candidates will receive 3 role plays in advance of the assessment day to read. Each role play is filmed and candidates will receive a DVD copy of the role play they have mediated. They will then write up a self-assessment, which is also considered by the External Assessor.

Course Content Summary

Topic	Content
Conflict Resolution Theory	<ul style="list-style-type: none"> • Conflict dynamics: key elements of conflict • Conflict Treadmill and 'Iceberg' of conflict • Escalating conflict cycle • Conflict as a positive force • Neuroscience and physiology of reactions to conflict • How do you handle conflict: conflict management styles • Negotiation theory: positions and interests • Interest-based conflict resolution
Overview of Mediation	<ul style="list-style-type: none"> • Definition • Key principles <ul style="list-style-type: none"> ○ Confidentiality ○ Voluntariness ○ Self-determination ○ Impartiality of facilitator • Models and styles of mediation • Common mediation specialisms • Benefits of mediation • Advantages and benefits of mediation • When mediation might not be appropriate • Comparison of mediation and other forms of dispute resolution
The Mediation process	<ul style="list-style-type: none"> • Six-stage structured mediation process • Purpose and tasks of each stage • Role of the mediator at each stage • Defining the boundaries: Agreement to Mediate/'Ground rules' • Logistics of setting up mediation • Video demonstrations of different types of mediation
Managing the relationships	<ul style="list-style-type: none"> • Building trust and rapport • Establishing safe and constructive environment • Remaining impartial • Active listening: <ul style="list-style-type: none"> ○ Attending and being present ○ Acknowledging and validating emotions ○ Paraphrasing and summarising ○ Effective use of silence • Facilitating dialogue between parties • Conciliatory gestures • Managing power imbalances

Course Content Summary

Topic	Content
Managing the content	<ul style="list-style-type: none"> • Questions (open, closed, clarifying and probing) • ‘Powerful questions’ – building insight and resourcefulness • Drawing out parties key needs and interests • Accurate and focused paraphrasing of parties needs • Reframing: moving from positions to interests • Mutualising: highlighting common ground • Staying on track: keeping discussion focused and relevant • Identifying parties BATNA, WATNA and MLATNA • Reality testing options and plans • Records and record-keeping
Managing the process	<ul style="list-style-type: none"> • Explaining mediation process and mediator role to parties • Engaging parties in mediation process • Facilitating parties to move through stages of the process • Role and use of caucus/shuttle • Facilitating parties to identify and evaluate options • Joint and caucus sessions • Managing impasse • Managed the agreement writing process fairly and effectively.
Managing the Self	<ul style="list-style-type: none"> • Maintaining impartiality – awareness of own bias and management of this • Remaining patient with parties and avoiding ‘wanting to fix it’ • Dealing with strong emotions and conflict reactions • Maintaining empathic and respectful attitude • Remaining positive and optimistic despite setbacks • Allowing parties to dialogue, even if somewhat heated • Maintaining curious and open attitude to parties and issues



Duration & Fees

Duration: 6 Days plus one day assessment

Fees: €1,250