



Become a Certified Mediator

Dublin November 2018: 21, 22, 23 & 26, 27

Seven day programme over two sessions – five-day session one dates above

A Mediation Institute of Ireland (MII) recognized course for certification

A programme of
The Mediation Foundation of Ireland

www.mfi.ie

Led by internationally certified mediators
& experienced senior trainers

Tony Bourke & Luke Monahan

From €1695 for

full programme

MediationFoundation

of Ireland





This is an intensive theory and practice based COURSE (60 hrs of tuition and practice over seven days – session one is five days) which will train participants to become certified mediators – the final two days training will include the assessment for participants for qualification to secure Certification with the Mediators Institute of Ireland (MII) according to their processes: Dec 13th & 14th or as agreed.

'The primary de-railer of top executives – lack of impulse control'
Goleman

This programme will:

- ✓ Introduce you to mediation as a highly successful means to resolve conflict
- ✓ Recognise & build on your capacities as a potential mediator
- ✓ Train you in the unique **Classic Mediation Model**® methodology & in the innovative **Four F's**® approach to the mediation conversation
- ✓ Assist you apply the skills of mediation in your personal & professional context
- ✓ Demonstrate how mediation can save individuals, companies & organisations significant sums of money
- ✓ Address legal & ethical issues
- ✓ Prepare you for the opportunities of the new Mediation Bill
- ✓ **Over 150 have been successfully through this programme in the last year alone... testimonials available**

Who is this Programme for:

- ✓ **HR Professionals** – to bring the skills of mediation to the workplace
- ✓ **Solicitors & barristers** – to facilitate the new legal approach mandating mediation in a range of cases
- ✓ **Managers** – to learn the skills of mediation in order to save time & money
- ✓ **Accountants & financial advisors** - debt mediation is developing field
- ✓ **School principals & teachers** – to resolve conflict with less stress & disruption
- ✓ **Social & community workers** – achieve a qualification & develop skills in resolving disputes through mediation
- ✓ **Surveyors, property management** – mediation a key skill for many professionals
- ✓ **Psychotherapists & Social workers**



The biggest obstacle to learning something new is the belief that you already know it.
Zen Master

The Programme: A mix of –

expert presentation, supervised role-play, interaction & discussion...

Understanding Conflict Resolution & Mediation

- What is conflict?
- The many approaches to conflict
- Your conflict style and its interaction with others
- Mediation – what it is, how it works
- Approaches to mediation

Dynamics of Conflict Resolution

- Triggers for conflict
- Personality & the conflict dynamic
- Analysis of conflict at work & in relationships
- Groups, organizations – working with conflict

Basic Mediation Skills

- Listening skills – normative & advanced
- Self-awareness & the mediation process
- Understanding & respecting the other
- Narrative building skills & framing issues
- Facilitative skills in mediation
- Resolution approaches
- Supervised role-play practice

Advanced Mediation Skills

- Deep listening at all stages in mediation
- Enabling the participants to 'own' the issues &
- Build the resolution together
- Unconditional respect in the process
- Framing issues to progress issues
- From presenting issues to deep concerns
- Sustainable resolution
- Supervised role-play practice

The Mediation Cycle®

- Applying each element of the Cycle
- Guidance to its practical use
- Aligning the Cycle to each context
- Supervised role-play practice

The Pre-Mediation Process

- Suitability of mediation
- Styles of mediation
- Diagnosis of issues & situation
- Objectivity, enquiry & respect

The Mediation Conversation – The Four F's®

- Preparation of self, space, clients
- Ground Rules for engagement
- The Four F's® of the Mediation Conversation
- Applying the necessary skills in practice
- Framing a resolution
- Reviewing with clients
- Following through on agreements

Mediation in Your Context

- Legal & ethical issues
- Application of mediation to your context
- Case-studies, role-plays, interactive approaches
- Multi-party mediation
- Workplace, community & family mediation
- Guest speaker on family & separating couples
- Building your mediation profile
- Emotional Intelligence & conflict resolution

Individual consultation with the programme leaders to review your specific needs – two trainers involved.

About the trainers

Tony Bourke – As a qualified Mediator and Trainer – he works with the Irish Management Institute, the Institute of Public Administration and a range of national and international clients. He brings the experience of being an executive coach to public and business leaders.

Luke Monahan – is a qualified mediator with national and international certification and experience. He is a leadership coach, with multiple publications to his name. He has trained across the globe and has a double masters' degree in leadership. He is a sought after mentor and change management facilitator.

Judi Coyne a family & MII accredited separating couples mediator will contribute on this area during the programme.

About the process

The process will be engaging, practical, enhancing, challenging and fun. The mix will be of expert presentation, interactive discussion, role-play and case study application of skills. **A comprehensive Resource manual** will be given to each participant.

The emphasis will be on ensuring you are equipped with all that is necessary to be qualified as a **Certified Mediator** and the ability to apply these skills in your particular context.

The **Mediation Foundation of Ireland** offers continuing support to the participants on the programme through on-line resources, small group professional development meetings and seminars – visit www.mfi.ie for further details

Practicalities: November 2018

Nov 21, 22, 23 & 26, 27 (Wed, Thurs, Wed & Mon, Tues)

The seven-day course is held over **two sessions** – a five day (dates above) and a two-day including the MII video assessment for Certification (**Dec 13/14**)

Venue – Talbot Hotel, Stillorgan, Dublin.

Cost: €1695 if paid in full one week ahead of course **or** €1795 if paid in installments - €250 non-refundable deposit at least one week before the programme plus €1245 on or before day one, plus €300 on or before the assessments days.

Course fee includes: Full tuition, Course Manual & exercises; video assessment plus extern review. Two trainers with personal consultation. Hot main course lunch with tea/coffee breaks, ample free parking.

Call us to discuss this course or to book your place – Luke: 087 6876569 Tony: 087 9799627

Email us on: service@mfi.ie



Application /Enquiry Form

Name _____

Address _____

Email _____ Mb _____

All confirmation details will be carried out by email

€1695 for full programme: 5 day & 2 day assessment if paid one week before day one.

or **€1795** if paid in installments - €250 non-refundable deposit at least one week before the programme plus €1245 on or before day one, plus €300 on or before the assessments days.

Invoice with EFT details supplied or *Cheque payable to:*

Raising Performance

Mediation Foundation of Ireland,
Business Centre, 21 Greystones, Blackrock, Co. Dublin

For further details and to discuss the programme contact:

Luke Monahan at 087 687 6569 or lukem@mfi.ie

Tony Bourke at 087 979 9627 or tonyb@mfi.ie

Application Information -

in order for us to ensure the optimal relevance of this programme and to prioritise applications, please answer the following questions:

Your current role:

Reasons for applying for this programme:
