



# Become a Certified Mediator

**Dublin** October 2018: 3, 4, 5 & 8, 9

*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](http://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: Oct 11<sup>th</sup> & 12<sup>th</sup> 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](http://www.mfi.ie) for further details

## Practicalities: October 2018

**Oct 3, 4, 5 & 8, 9** (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 (**Oct 11/12**)

**Venue** – Talbot Hotel, Stillorgan, Dublin.

**Cost: €1695** if paid in full on or before day one **or** €1795 if paid in installments - €250 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](mailto: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 upfront**

or €1795 if paid in installments - €250 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](mailto:lukem@mfi.ie)**

**Tony Bourke at 087 979 9627 or [tonyb@mfi.ie](mailto: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:

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Reasons for applying for this programme:

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