

Mediator Skills Training

19-26 November 2014

CEDR and HMAAC Mediator skills training is a seven-day programme of comprehensive tuition and participation in effective dispute resolution where participants are trained in the skills needed for effective mediation of commercial disputes and assessed for CEDR Accreditation, internationally recognised as the standard of excellence.

Course content

The course constitutes approximately 60 teaching hours over a period of seven days from 8.30am to 6.00pm.

Delegates will need to prepare thoroughly with a minimum of 16 hours pre-reading. The Mediator Handbook, case studies and role play instructions are dispatched one month in advance and maximum benefit can only be achieved if all delegates are familiar with these key materials.

Course features

- Consistency of delivery
- Live demonstration of the mediation process
- Focus on process and skills in parallel
- Active-engagement through role play
- Extensive coaching of participants
- Private one-to-one feedback

CEDR Accreditation

The Certificate of Accreditation is awarded to participants who demonstrate the level of competence to achieve the status of CEDR Accredited Mediator. It is a highly challenging course, with approximately 70 per cent of participants achieving accreditation. The Foundation Course in Mediation Skills Certificate is awarded to acknowledge the participation of those who do not achieve accreditation, and an opportunity to be reassessed may be available for some participants.

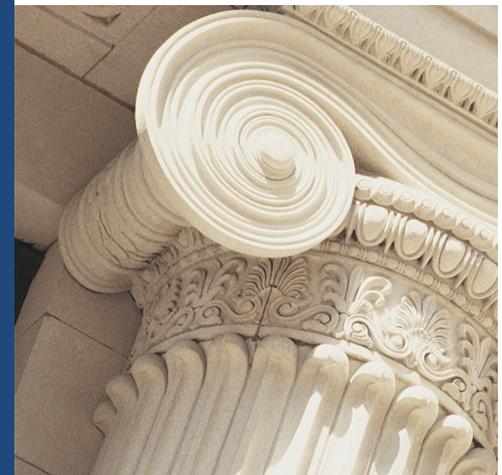
Who should attend?

The training course is open to anyone who wants to be trained in the skills for effective mediation of commercial disputes. The skills form part of an essential management tool-kit for:

- anyone with responsibility for resolving disputes
- managers and executives in the commercial, public and voluntary sectors
- lawyers, accountants and professional advisers
- HR managers, trainers, union representatives and policy advisers
- complaints handlers and customer services representatives
- healthcare and education professionals
- service providers wanting to develop dispute resolution systems



HELLENIC MEDIATION & ARBITRATION CENTRE



Past participants have said:

“Excellent Course! Will benefit anyone both in their workplace environment and with regards to their relationships in general!”

“The course exceeded my expectations.”

“Excellent, professional, experienced faculty. Everything is perfect.”

www.cedr.com

The Faculty

CEDR's Training Faculty is comprised of over 30 professionals and offers a unique combination of legal and business backgrounds.

CEDR trainers are not only experienced mediators but also experienced trainers, skilled in the techniques of adult learning. The CEDR team work together regularly and therefore know how to work together to ensure high quality delivery of training.

Course structure

Day 1: Teaching and practice day conducted in Greek by HMAC

- All about mediation: theory and practice through exercises.
- Conflict theory.
- Mediation and lawyers: general principles and benefits, shedding light on the two roles.

Day 2: Teaching and practice day conducted in Greek by HMAC

- Local legal frame of mediation: an overview.
- Practicing mediation and roles of a mediator: professional ethics and accountability, an extensive discussion on the key roles.
- Psychological aspects: learning through practice.

Day 3: Teaching and practice day

- Theory, process and key skills in opening and exploration; building rapport and trust.
- Sessions include phases of mediation, preparation, mediator opening, what and how to explore and active listening skills.

Day 4: Teaching and practice day

- Theory, process and key skills in bargaining and concluding phases of mediation.
- Sessions include managing offers, negotiation skills for mediators, dealing with deadlock, challenging parties and reality testing and mediator ethics.

Day 5: Practice day

- This day is focused on one case throughout the day with everyone mediating once.
- A coach is present in each role play throughout the day to give each participant extensive coaching during the role play, followed by a 1-2-1 personal feedback session.

Day 6: First assessment day

- Every participant mediates once.
- Three cases which all focus on the earlier phases of mediation.

Day 7: Second assessment day

- Every participant mediates once.
- Three cases all start some way into the mediation and focus on middle and later parts of the mediation.

Dates

19-26 November 2014

Seven days 8.30am-6.00pm

Cost

€2,450

Venue

Cyprus University, Nicosia

Booking details

For more information or to book your place please contact

T: + 30 210 36 20 274

E: elmysiri@sae-epe.gr

Languages English and Greek in full compliance with the Greek and Cypriot legal requirements for listing on the official registry of mediators



HELLENIC MEDIATION & ARBITRATION CENTRE

Who are we?

The Centre for Effective Dispute Resolution (CEDR) is the largest conflict management and resolution consultancy in Europe, with a worldwide reputation for high quality negotiation and conflict management training. The Hellenic Mediation and Arbitration Centre (HMAC) is the first of its kind in Greece offering state of the art mediation training and services in Greece and Cyprus in exclusive collaboration with CEDR.