



Mediation
Northern Ireland

TRAINING COURSES

BESPOKE PACKAGES

MEDIATION

A mediation development
organisation and social
enterprise



Who we are?

- Mediation Northern Ireland was formed in 1991
- Based in 'Mediation House' in South Belfast
- A mediation development organisation
- A social enterprise

Core activities include:

- Delivery of mediation services
- Delivery of accredited mediation training
- Mediation supervision and CPD
- Building of strategic mediative capacity in organisations

**OUR VISION:
A society
that handles
conflict better.**

Context:

Workplace Conflict

- The Confederation of British Industry (CBI) estimates that it costs UK business **£33 billion** per year.
- Workplace conflict costs Northern Ireland employers **£850+ million** a year (LRA 2023)
- Nearly **300,000** employees in Northern Ireland experience conflict in the workplace
- More than **14,000** people in Northern Ireland leave or quit their jobs because of conflict at work every year



Open Training Courses

Available in-person or online



Group & Systemic Mediation Practice
Six day programme
Advanced mediation course to assist the development of skills and strategies for more complex conflict intervention

IMMERSIVE CONFLICT RESOLUTION PRACTICE
Three day in-person programme
Aimed at leaders, managers and HR professionals of all levels who are interested in increasing their ability to deal more effectively with conflict.

WORKPLACE CONFLICT MANAGEMENT
One day in-person or online programme
Aimed at leaders, managers and HR professionals of all levels who are interested in increasing their ability to deal more effectively with conflict.

MEDIATION THEORY & PRACTICE
Eight day programme
Train as a mediator so you can help people with their disputes and become more confident in responding to conflict.

MANAGING DIFFICULT CONVERSATIONS
In-person or online programme
If you would like to learn how to manage difficult conversations better, then this programme is for you.

QUEEN'S UNIVERSITY BELFAST
FACULTY OF MEDICINE, HEALTH AND LIFE SCIENCES
KIN CHEUNG SHI CHIN INTERSIM CENTRE

For a full list of all upcoming course dates visit: www.mediationni.org/training

Bespoke Solutions, Training & Workshops

If your team or organisation is having difficulties with conflict, we will work with you to design a bespoke intervention package to help. Depending on your circumstances this package could include:



- Difficult conversation training
- Workplace conflict resolution skills training
- Mediation
- Conflict coaching
- Thomas–Kilmann Conflict Mode Instrument assessment
- Myers-Briggs Assessment
- Updating grievance policies
- In conversation with you we can tailor our courses to meet the needs, level, context and likely usage of your trainees, increasing the value of the course for the participants.

Mediation Process

We believe that if used at the right time, mediation can be a powerful process to help with the challenges associated with workplace conflict.

Mediation is fundamentally about the restoration of relationships. It is a confidential, voluntary, third-party alternative dispute resolution process. Using mediation as an early intervention can help colleagues work through a difficult issue together before it damages their relationship, or escalates into something requiring a more formal approach.

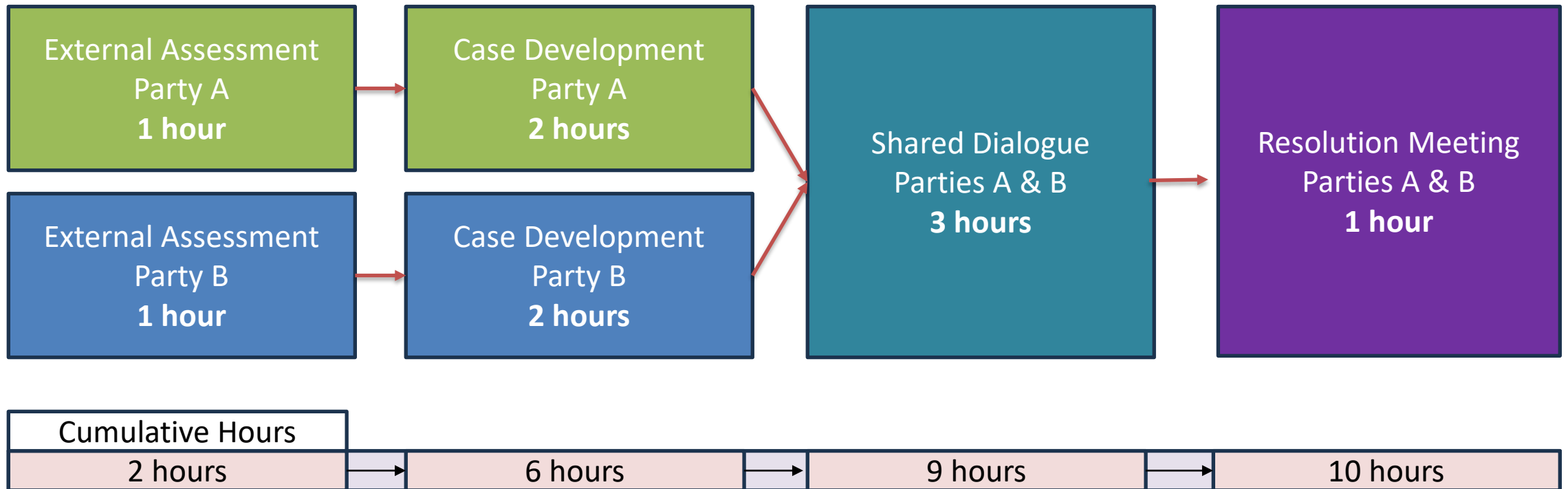
Mediation can also be useful as colleagues seek to re-establish a working relationship following a formal human resources process; for example, after addressing an allegation of bullying.

- A standard 2-party mediation usually involves around 10 hours of contact time with the parties and costs £2,000 (+ VAT). This is inclusive of all expenses and travel (with the exception of any external venue hire). The meetings can take place online, in person at our venue in Belfast or at a suitable external venue nearer the parties if needed.
- Group/multi-party mediation. Due to the number of people involved these types of cases can be difficult to provide an upfront cost for, usually we would advise on the cost for an assessment of the case (meeting with the key parties in the case) and from there we get a clearer picture of what will be involved and can quote for the continuation of the process. An initial assessment would cost £200 (+VAT) per party.

If we believe that mediation is a suitable process for you and your organisation we base our costings on an initial ten hour intervention. If – and when – we cross this threshold, we will work in partnership with you and your team to agree upon the best way forward for all parties.

Mediation Process

Two party mediation - 10 hour direct contact time with parties



Set up an Internal Mediation Service

As a mediation development agency, we specialise in supporting organisations as they set up their own internal mediation service. Come and talk with us about what you need, which could include elements such as:

- Training your mediation team to meet professional standards
- Supporting your organisation as you set up the internal service: considering how mediation is embedded alongside other internal processes and how the team and cases are managed
- Training staff in the wider organisation in Conflict Skills and Mediation Awareness.
- Providing case consultation supervision and/or reflective practice for your mediators
- Mentoring and coaching support
- Co-working with an experienced mediator alongside your internal team members if they need support for their first few cases

Every organisation is different, so we like to customise the support provided through careful consultation.



Enhance Your Workplace

- Facilitates quicker resolution of workplace conflicts
- Enhances overall workplace harmony and cooperation
- Reduces the need for external mediation services
- Builds a culture of open communication and trust
- Improves employee retention and satisfaction
- Saves time and resources by handling disputes internally

In-House Mediation



Mediation
Northern Ireland

Thanks for your time.

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