

## MTI Ireland Professional Mediation Training

MTI Ireland is offering certified, quality mediator training. The 60-hour training course is being run in Dublin from June 8th - 11th and August 31st - September 3rd.

This programme is being delivered Dr. Nancy Love and Maria Hegarty, mediators who bring a wide range of experience mediating disputes, training managers in conflict resolution skills and providing equality and diversity management support and development services to organisations in Ireland and Canada.

### Venue

The training is taking place in the Royal Marine Hotel DunLaoghaire, with free parking and a special rate if you require accommodation: [www.royalmarine.ie](http://www.royalmarine.ie)

### Trainers

Nancy Love builds on her experience as a leader and a mediator mediating disputes between employees and managers in oil and gas, education and health care, in both corporate and government settings. She has served on the roster for the Provincial Court and Court of Queen's Bench in Alberta and Community Mediation Calgary resolving disputes ranging from wrongful dismissal to union grievances, from claims of harassment to commercial and contract matters, between neighbours, co-workers or with management.

Maria Hegarty provides professional mediation services and delivers managerial mediation training programmes in a range of workplace settings. She recently delivered a self-help and managerial mediation training courses for the Human Resource Management Team in Hewlett Packard Ireland, Focus Ireland and for a range of organisations in SkillsNet. She conducts Employment Equality Reviews and Diversity Audits. She has delivered employment equality reviews for third level education organisations, for hotels, for the Irish Aviation sector and for non-governmental organisations. Maria also develops equality policies and designs and delivers equality and diversity training for SME's all over Ireland.

### Learning Objectives

Following the 8 day, 60-hour program, participants will:

- ✓ Thoroughly understand through explanation, imitation and practice, the principles, theories and skills behind an interest-based appreciative mediation frame.
- ✓ Gain confidence through practice of each of the 5 steps of the frame.
- ✓ Develop a practical, specific, plan to put new learning into practice.

## Course Contents

### DAY 1

#### Module 1: Prepare for the Learning

- Course purpose, process and protocol

#### Module 2: Uncover the P.U.L.S.E. Frame: What is mediation?

- An introduction to the Mediation Process
- Video: *P.U.L.S.E., A Mediation Simulation*

#### Module 3: Uncover PULSE Process: How does mediation work?

- Principles of Conflict Resolution: the forces at work
- Principles of Conflict Resolution: cycles of perception

#### Module 4: Uncover PULSE Response: Why does mediation work?

- Different styles of conflict
- Body, Head and Heart types
- Conflict mapping: shifting positions through change

### DAY 2

#### Module 5: Uncover PULSE Content: How do mediators think?

- Assumptions of PULSE Mediated conversations
- The Ladder of Inference: unraveling perceptions
- Positions, interests, and criteria for resolution
- What to do and what to say in a mediated conversation

#### Module 6: Uncover PULSE Content: When does mediation work?

- Factors to consider in mediation: when is it appropriate?
- Factors to consider: effective qualities of a mediator and maintaining impartiality
- Factors to consider: mediation styles

#### Module 7: Uncover the Assumptions

- Society and the mediator
- Ethical Dilemmas – a case study

#### Module 8: Uncover Skills for Effective Speaking and Listening

- Establishing the protocol for effective speaking and listening
- Skills for Active and Reflective Listening

### DAY 3

#### Module 9: Uncover Skills for Effective Interventions

- Staying the course: Skills to keep the conversation on track
- Video: *The Art of Active Listening*

#### Module 10: Prepare to Practice

- Develop scenarios for practice
- Review the skills (*optional*)

#### Module 11: Learn through Practice – the Prepare Frame

- Video: *PULSE Prepare*
- Practice the introduction and the foundation of the PULSE Conversation: Prepare
- Role play in groups

#### Module 12: Learn through Practice – the Uncover Frame

- Video: *PULSE Uncover*
- Practice setting the agenda and identifying the issues in Uncover
- Role play in groups

DAY 4

Module 13: Learn through Practice the Skills for Identifying Interests

- The TAXI Exercise –paraphrase, ask open questions, wait, empathize, reframe.

Module 14: Learn through Practice – the Learn Frame

- Video: *PULSE Learn*
- Practice identifying interests (criteria), empathetic, active and reflective listening
- Role play in groups

Module 15: Learn through Practice –the Search Frame

- Brainstorming –an activity in option building
- Video: *PULSE Search*

Module 16: Learn through Practice – the Explain Frame

- Writing the Plan – an activity
- Video: *PULSE Explain*

DAY 5

Module 17: Learn through Practice – Search and Explain

- Role play in groups

Module 18: Prepare to Prepare

- An introduction to the Pre-Meeting
- Video: *Preparing Parties for Mediation*

Module 19: Uncover the Principles

- An Appreciative Approach
- Questioning Strategies

Module 20: Learn through Practice the Pre-meeting

- Preparing parties for mediation –Role play in groups

DAY 6

Module 21: Learn through Practice the Pre-meeting

- Role play in groups

Module 22: Prepare for the final role play

- Preparing Case Studies
- Taking notes
- A Time to Caucus, if you must

Module 23: Learn through Practice – the two-way role play (negotiation)

Module 24: Learn through Practice – the two-way role play (negotiation)

DAY 7

Module 25: Learn through Practice – the two-way role play (negotiation)

Module 26: Learn through Practice – the three way role play (mediation)

Module 27: Learn through Practice – the three-way role play (mediation)

Module 28: Learn through Practice – the three-way role play (mediation)

DAY 8

Module 29: Search the Possibilities

- How can these skills be used?

Module 30: Explain the Plan

- Transfer the learning

## **Certification**

This course will provide you with the 60 hours training that is required before you can apply to be assessed through the Mediators' Institute of Ireland. This cost of this assessment is €250.00.

## **To Book**

If you have any queries please do not hesitate to contact:

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To book online go to:

[www.mediationworks.com/ireland](http://www.mediationworks.com/ireland)

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