

DISPUTE MEDIATION

Institute of Public Administration

**Professional Accredited Training
for Mediators**

**Certified Mediation Training
Programme**

RESOLUTION



CERTIFIED MEDIATION

(Leading to accreditation as Professional Mediator)

The overall aim of this training programme is to provide participants with a comprehensive understanding of Mediation as well as expertise in mediation skills for the management of workplace and organisational conflicts and disputes.

For those wishing to practice as professional mediators, this 60 hour programme is accredited by the Mediators' Institute of Ireland (MII) and leads to 'Certified Member' status of the MII. On successful completion of this training programme and a further separate 'Assessment Day', successful candidates are eligible to register at 'Certified Member' level of the Mediators' Institute of Ireland. (Please see note opposite re accreditation process).*

WHO SHOULD ATTEND?

- Those who want to become accredited Professional Mediators;
- Those who wish to use mediation skills in their area of work or profession;
- Managers, HR Practitioners, Team Leaders, Consultants, Advisers, and others who negotiate and deal with conflict and dispute resolution;
- Officials and non full-time Trade Union Representatives;
- Anybody - at any level - with responsibility for resolving workplace disputes and conflict who wishes to enhance their skills in this area.

PROGRAMME OBJECTIVES

On completion of this training programme participants will have:

- An understanding of mediation as a mechanism for dispute resolution and its appropriate use;
- An understanding of the five step framework for mediation and how to manage the mediation process;
- An understanding of the Role of the Mediator;
- A greater understanding of conflict – types and causes of conflict;
- Developed appropriate mediation related skills through practice, reflection and feedback;
- A greater understanding of their own personal skills development needs in relation to working as a Mediator;
- An understanding of why mediation, as a process, is rapidly developing in various facets of Irish society and business.

PROGRAMME STRUCTURE / APPROACH TO LEARNING / METHODOLOGY / EVALUATION

This 60 hour training programme, which is run in three x two day modules over a 2/3 month period, is highly participative and practical. The course is facilitated by three experienced Mediators/Facilitators from the Institute's Human Resource Management Training and Consultancy Unit. Learning approaches include short lecture inputs and facilitated group discussion. Much of the learning happens from insights derived from 'working-through' case-studies/role plays and in particular from tutor coaching and feedback during these sessions. Participants will also be required to complete an agreed mediation related project (2000 – 3000 words) prior to the final module. Evaluation of participants happens through ongoing assessment throughout the training programme as well as satisfactory completion and presentation of a mediation related project.

Please note that attendance for all 3 modules is a requirement for certification.

TRAINING PROGRAMME

*MEDIATORS' INSTITUTE OF IRELAND – MEMBERSHIP/PROFESSIONAL ACCREDITATION

Completion of this 60 hour training programme entitles participants to apply for **'Associate Member'** level of the Mediators' Institute of Ireland (MII). Those who aspire to practice as Professional Mediators at **'Certified Member'** level may do so by undertaking a further and separate 'Assessment Day'. This is an assessment of mediation skills through videoed role play and written self assessment reflective piece, which is assessed by an external MII approved assessor. (The IPA run a number of 'Assessment Days' following each training programme). Successful candidates are then eligible to register as Certified Members of the MII. (Please see further details regarding MII membership levels, entry requirements and assessment processes on the MII website – www.themii.ie)

APPLICATIONS

The number of participants admitted to each training programme is limited in order to optimise the practical nature and learning opportunities of this programme. Applications can be made by completing the enclosed nomination form and returning it to the IPA's Central Bookings Office. Bookings will only be accepted upon receipt of the completed nomination form. The nomination form includes dates of programmes available in the current year and the programme and Assessment Day fee. Early booking is recommended to secure a place on the programme.

OTHER MEDIATION TRAINING COURSES

In addition to the Certified Mediation Training Programme, the IPA also offers other shorter mediation related courses. These include a two day 'Introduction to Mediation', a two day 'Mediation and Conflict Resolution Skills for Line Managers', a one day 'Mediation Skills Refresher Training' course and a one day 'Advanced Mediation Skills Training' course. (The latter two courses have CPD accreditation from the Mediators' Institute of Ireland).

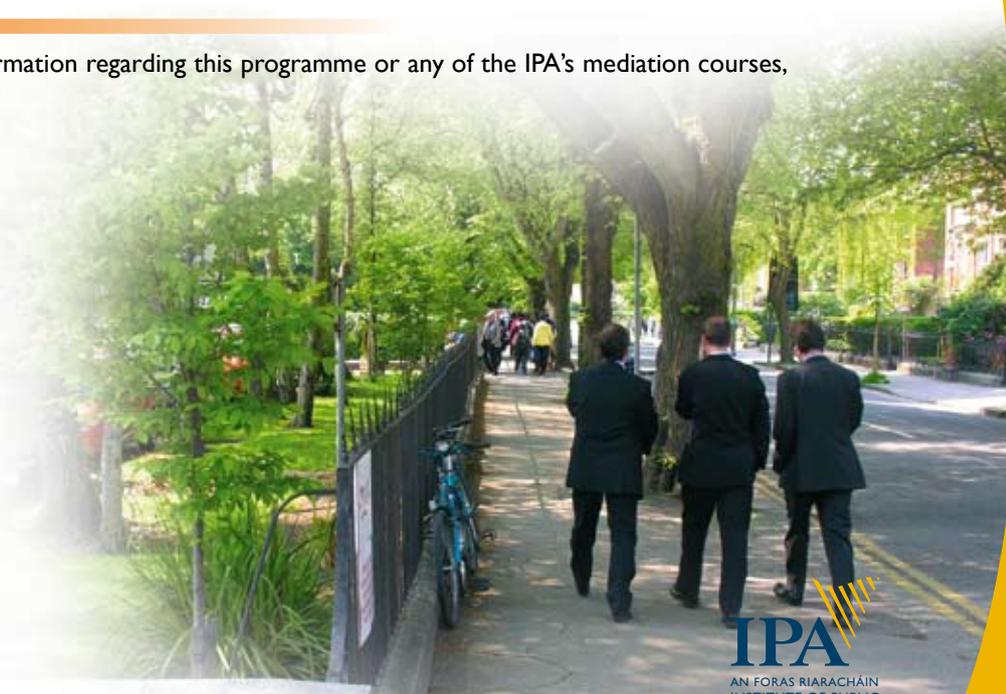
All mediation courses, including the Certified Mediation Training Programme, can be provided by the IPA on an in-house basis, customised to clients' needs. For full details of the above mentioned courses or to inquire about in-house delivery, please contact the IPA's Central Bookings Office.

FURTHER INFORMATION

Should you require any additional information regarding this programme or any of the IPA's mediation courses, please contact:

Central Bookings Office
Training & Development Division
Institute of Public Administration
57-61 Lansdowne Road
Dublin 4

Telephone: 01 240 3666
Fax: 01 668 9135
Email: training@ipa.ie
Web: www.ipa.ie





The Institute of Public Administration is a leading national provider of Human Resource Management (HRM) and organisational development services to the public sector in Ireland. Its HRM education and training programmes are designed to equip practitioners with the necessary skills and competencies required in a modern accountable public service.

The IPA's activities span public sector oriented research, publishing, education at under and post graduate levels, training and professional development and consultancy services. Although focused on public sector development needs and a public service audience, the IPA's various services are also taken up by the voluntary and private sectors, and are delivered to international clients both in Ireland and overseas.

The IPA is conscious of the demands that the current diversity and speed of change place upon organisations. In addition to undertaking HR consultancy projects, the range of Human Resource Management Training and Development initiatives offered by the IPA includes the following:

CIPD Foundation Certificate and Diploma in Human Resource Practice

(CIPD Accredited)

CIPD Foundation Certificate and Diploma in Learning and Development Practice

(CIPD Accredited)

Certified Mediation Training Programme

(MII Accredited)

Dignity at Work/Bullying and Harassment Awareness

Employment Law Updates

Interview Board Preparation – Recruitment and Selection

Interviewee Preparation

Introduction to Human Resource Management

Introduction to Mediation

Mediation and Conflict Resolution Skills for Line Managers

Mediation Skills Refresher

Advanced Mediation Training

Managing Grievance, Discipline and Absenteeism issues in the Workplace

Performance Management and Appraisal Skills for Line Managers



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