

ADR Group Training Series

Workplace Mediator Accreditation

Four days

“Encouraged by success elsewhere in the world, I commend increased use of mediation to employers, employees and practitioners in Great Britain”

Michael Gibbons



Workplace Mediator Accreditation

Why take this course?

The Workplace Mediator Accreditation programme is the most comprehensive mediator skills programme in the country, leading to ADR Group Accredited Workplace Mediator Status. The course is ideal for anyone involved in human resource management or line managers with responsibility for a number of employees.

This unique ADRg course is skills based, intensely practical and hands-on. It is presented by a team of highly experienced mediation trainers and practitioners with comprehensive feedback and guidance throughout. The programme draws on two decades of ADR Group's leadership and experience in effective dispute management skills.

The ADR Group Workplace Mediator Accreditation programme is run over four days and provides delegates with the necessary skills and confidence to handle even the most complex workplace disputes and to ensure compliance with the April 2009 changes in employment legislation. The personal learning format provides a rich and stimulating environment with plenty of opportunity to interact with the course trainers and fellow delegates. Case study mediation exercises, group discussions and de-briefing sessions enable delegates to practise the skills they have learned. We create a thought provoking and challenging learning environment for participants.

The Workplace Mediator Accreditation programme costs less than one case ending up in an Employment Tribunal. Future cost savings speak for themselves.

The course is registered as 40 hours of CPD.

Who are we accredited by?

ADR Group is approved as a training organisation by the Solicitors' Regulatory Authority of the Law Society of England and Wales and is accredited by the Bar Council.

ADR Group is an NOCN Recognised Centre and our training courses are OCN validated; recognised by the Civil Mediation Council and validated by Liverpool John Moores University.

About ADR Group

We specialise in mediation.

- We help individuals and businesses find solutions to problems in a cost effective and speedy manner.
- We help train individuals with the skills and competencies to manage disputes within their own environments.
- We offer practical and effective guidance to resolve costly and damaging employee conflict.

Established in 1989, we have advised and worked with many hundreds of leading businesses through our network of dispute resolution professionals. We have the experience to help you and to ensure that you have the confidence to take the mediation skills acquired back into the workplace.

Who are our trainers?

John Fletcher LLB PhD (Cambridge) is a mediator and internationally experienced trainer. He draws on a wealth of practical dispute management experience and introduces a common sense approach to the challenging area of employee relations and organisational change.

Sarah Hardy-Pickering is a Principal Lecturer in the Law School at Liverpool John Moores University (LJMU). She is an accredited mediator and runs modules at LJMU in ADR, client counselling and negotiation skills.

Kisane Prutton is a Chartered Occupational Psychologist and co-founder of PRV, a consultancy firm specialising in coaching, mediation and conflict resolution.

"An excellent programme, thought provoking, challenging and highly relevant for the consummate HR professional."

Donna Page
Chartered Fellow of the CIPD

Course Content and Structure

Who should attend?

The ADR Group Workplace Mediator Accreditation programme is essential for anyone wishing to practise as a workplace mediator in both the private and public sectors.

- HR directors and senior HR personnel
- Managing directors and line managers
- Supply chain managers, complaints handlers and customer service representatives
- Staff advisors and counsellors
- Employment consultants
- Union representatives and policy advisors
- In-house legal directors and advisors
- Members of school, college or university management or counselling teams
- Senior partners in any medium to large firm including accountants, architects, solicitors, doctors, healthcare and other professionals.

Course content

Workplace mediators are trained to intervene early in the development of disputes in the workplace and to resolve them either

- Informally - through a series of intervention interviews or
- Formally - using internationally accepted mediation techniques in a structured mediation session

This concentrated programme involves tutoring in workplace mediation's core competencies; planning and organisation, process management, communication skills, facilitation and creative problem solving. Upon completion of the course delegates will have a working understanding of

- how to manage disputes
- the process involved in workplace mediation
- the psychology of disputes
- the employment law context in which workplace mediation functions

Course structure and assessment

The course is designed to cause minimal disruption to your working schedule. It is delivered in various different formats over four days. Uniquely, the ADR Group Workplace Mediator Accreditation programme offers, alongside the core subject areas, specialist instruction in occupational psychology and current UK employment law.

Day One - General principles of workplace mediation

Day Two - Psychology of dispute resolution

Day Three - Mediation skills and peer review

Day Four - Advanced practical training and assessment

- You will be required to complete 6 hours of pre-course on-line learning
- You will be assessed against skills, competencies and behavioural models in video-recorded role-play mediations at the end of the course
- You will also be required to produce an assessed written assignment, relating to what you have learned and how it can be applied in your organisation or area of expertise

The trainers are available throughout the four days to discuss any aspect of the course or any practical difficulties that emerge. The overall assessment will be externally moderated by ADR Group's Professional Standards Committee.

Award of accreditation

Delegates who successfully complete the course will receive an ADR Group Accredited Workplace Mediator certificate.

What does the course fee include?

All learning materials for the course, tuition and face-to-face trainer support, lunch and refreshments over the four days and post-course on-line support for three months. Accommodation is not included. ADR Group has preferred rates with selected hotels. Please contact ADR Group for further details.

BOOKING FORM

Workplace Mediator Foundation Training Programme 2010

NAME: _____

JOB TITLE: _____

COMPANY: _____

ADDRESS: _____

TELEPHONE: _____ DX: _____

FAX: _____ EMAIL: ** _____

MOBILE: * _____

* A text may be sent to your mobile in the event of last minute changes to the venue/date

** Confirmation of your booking along with joining instructions and an invoice will be sent to you by e-mail unless you specifically request otherwise (see below)

I would prefer to receive correspondence by Post/DX to address above.

	DATE: *	LOCATION *	COST
OPEN COURSE Exclusive of accommodation	<input type="checkbox"/>	LONDON	£1950.00 + VAT
RESIDENTIAL ALL INCLUSIVE 3 nights fully inclusive accommodation	<input type="checkbox"/>	BATH	£2475.00 + VAT
TOTAL inc VAT			£

* 2010 COURSE DATES AND LOCATIONS

22-25 March 10 LONDON Open Course	19-22 May 10 BATH Residential Only	20-21 & 26-28 Sep 10 LONDON Open Course	24-27 Nov 10 LONDON Open Course
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Bookings made less than 40 days in advance of a course commencing must be accompanied by the full fee

I acknowledge and agree to the ADR Group Terms & Conditions (as detailed below)

Participant's Signature: _____

Please let us know if you have any special dietary or other requirements.

Please tell us how you found out about ADR Group's training courses:

- | | | |
|--|--------------|--|
| Internet Search <input type="checkbox"/> | Where? _____ | Courts <input type="checkbox"/> |
| Recommendation <input type="checkbox"/> | Who? _____ | Advert <input type="checkbox"/> |
| General <input type="checkbox"/> | | Eshot/Mailshot <input type="checkbox"/> |
| Reputation <input type="checkbox"/> | | Other Training Provider <input type="checkbox"/> |
| Bar Council <input type="checkbox"/> | | Other <input type="checkbox"/> |
| Law Society <input type="checkbox"/> | | Please specify _____ |

Once completed, please return this form to:

ADR Group -Training Division • Grove House • Grove Road • Redland • Bristol • BS6 6UN • DX 99884

ADR Group Terms and Conditions

Receipt of your duly completed and signed Booking Form by ADR Group denotes your acceptance of these terms and conditions.

Acceptance

Your acceptance on the course is subject to receipt of a completed application form and full payment of the appropriate course fee. Course places will be allocated in date order of receipt of completed application forms. ADR Group's decision is final. Your acceptance will be confirmed in writing.

Payment

Course fees are payable in Pounds Sterling and all are exclusive of VAT unless otherwise stated.

Attendance and Participation

When you register to attend the course you make a commitment to complete all necessary course work to the best of your ability. Attendance on all course dates is compulsory. Delay in completing or submitting any required coursework or assignments may result in delay of the final assessment.

Joining Instructions

Joining instructions and full course information will be sent to the contact address or email contained in the application form.

Course Materials

At the commencement of the course you will be provided with course materials. Where appropriate you will also be provided with advance/pre-course learning through distance learning, CD-rom or web-based programmes. Ownership of all intellectual property rights in the course materials belongs to IDR Europe Limited. Although all necessary care and attention has been taken by ADR Group to ensure accuracy, neither we nor the course tutors can in any circumstances accept responsibility for any errors, omissions or advice given in the course materials or during the delivery of the course itself. Course materials are intended for general training purposes only and independent professional advice should be sought before applying any information to specific circumstances.

Transfers

After acceptance on a course delegates may transfer to a later course subject to availability. Notice to transfer must be in writing. If notice to transfer is received at least 21 days prior to the commencement of the course, no transfer fee will apply. If notice to transfer is received less than 20 days prior to the commencement of the course an administrative charge of 15% of the course fee will be levied. If the transfer is subsequently cancelled or the delegate fails to attend, the full course fees including the transfer charge will remain payable.

Cancellation

Notice to cancel must be in writing. If notice to cancel is received at least 21 days prior to the commencement of the course, a cancellation charge of 10% will be levied. If notice to cancel is received less than 20 days prior to the commencement of the course, we regret that we cannot refund the course fee. ADR Group will accept a 'replacement' delegate subject to an administrative charge of 15% of the course fee. If the transfer is subsequently cancelled or the delegate fails to attend, the full course fees including the transfer charge will remain payable. ADR Group reserves the right to make amendments to the course (including dates, programmes, tutor and/or materials) or to cancel the course without liability. Should the course be cancelled by us, delegates will be offered a place on an alternative programme, or a credit or full refund of the course fees only will be given.

Data Protection

ADR Group acknowledges that data supplied to it for the purposes of this agreement may comprise personal data. The delegate hereby appoints ADR Group as a data processor in relation to the personal data. For the purposes of this clause, 'personal data' will have the meaning given it in the Data Protection Act 1998. ADR Group undertakes that it will:

- i) use the personal data solely for the purposes of this agreement and solely in accordance with the instructions of the delegate; and
- ii) act only on instruction from the delegate; and
- iii) ensure that appropriate technical and organisational measures are taken against unauthorised or unlawful processing of personal data and against accidental loss, or destruction of, or damage to such personal data.

Force Majeure

ADR Group will be released from its obligations under this agreement to the extent that performance of such obligations is delayed hindered or prevented by an event of force majeure provided that:

- i) on becoming aware of any event of force majeure which gives rise, or which is likely to give rise, to any failure or delay in the performance of its obligations under this agreement, it notifies the delegates by the most expeditious method available, giving details of the event of force majeure, the obligations on its part which are affected and its reasonable estimate of the period for which such failure or delay shall continue; and
- ii) it takes all reasonable steps to prevent, avoid, overcome and mitigate the effects of such event of force majeure.

General

The agreement and the provision of training services shall be governed and construed according to English Law.