

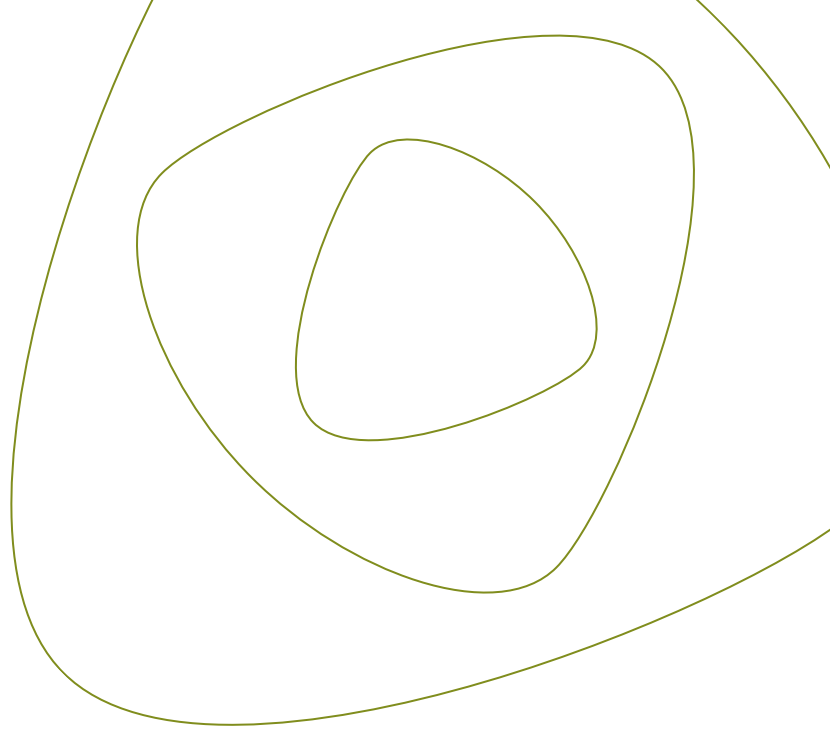
**Civil and Commercial Mediator  
Foundation Training Programme**

It all depends  
on **how** we look  
at things, **not**  
how they are in  
themselves

CARL JUNG

**ADR Group** is devoted to the cost-effective resolution of disputes – supporting conflict management in business, the workplace, and the family.

**ADRg**   
teach. talk. resolve.



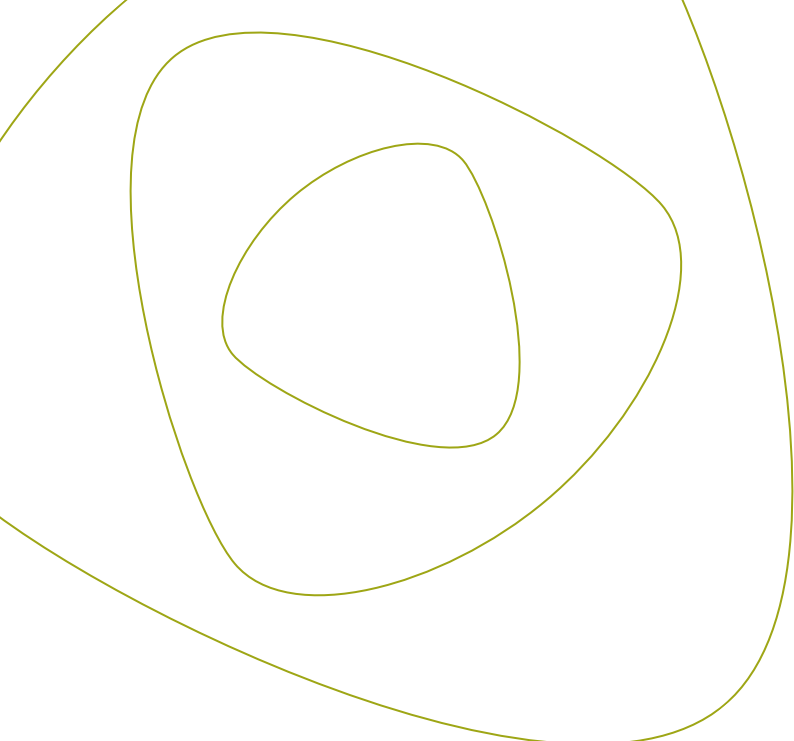
## Civil and Commercial Mediator Foundation Training Programme

This 40-hour programme provides detailed and comprehensive tuition for professionals seeking to acquire core mediation skills. Completing and passing ADRg's Civil and Commercial Mediator Foundation Programme will enable you to become a fully accredited mediator meeting European standards in mediation.

**“Discourage litigation. Persuade neighbours to compromise whenever you can. Point out to them how the nominal winner is often the real loser – in fees, expenses, and a waste of time.”**

ABRAHAM LINCOLN, NOTES FOR A LAW LECTURE, JULY 1, 1850

Abraham Lincoln's statement illustrates that for many years there has been a desire for an alternative to court based litigation. Since the Woolf reforms to civil procedure in 1999, legal practice has increasingly included a settlement-based approach. There is now a duty on courts to actively case manage by encouraging the parties to co-operate and to use ADR. This judicial pressure, together with a growing realisation of the cost and time benefits of using ADR, has led to a dramatic increase in the number of cases being referred for mediation.



## Becoming a mediator

Commercial mediation is a well established profession in the US and is becoming ever more popular here in the UK. Training to become a mediator enables both individuals and companies to offer an enhanced range of dispute resolution services, with the majority of mediators practicing mediation as part of a portfolio career.

## Benefits of training with ADRg

Aligning yourself to the right organisation is key. As the longest running dispute resolution company in the UK, ADRg has developed an enviable reputation for professionalism, diversity and quality.

### Quality assurance

One of the founding members of the Civil Mediation Council, ADR Group has earned a reputation of excellence in the field of mediation. With ISO 9002 accreditation and ongoing quality review processes, we are widely acknowledged as one of two leading providers of professional mediator training and development in the UK.

### Proven results

ADR Group is accredited by the Civil Mediation Council and all our training programmes are approved by the Law Society of England and Wales and the Bar Council. Our courses have continually evolved in association with distinguished experts to ensure that they reflect the latest thinking and practice in the field of alternative dispute resolution.

### Time efficient

Our foundation programme is organised to be complete and effective, with minimal disruption to your working schedule by requiring only three days of intensive training.

### Prestigious accreditation

Following successful completion of the course, you will be awarded with the title of an ADR Group Accredited Mediator, with recognition from the Law Society and the Bar Council of England and Wales.

### Opportunity to practice mediation through ADR Net

Once accredited, delegates have the opportunity to join ADR Net and participate in ADR Group mediation referrals. To become an ADR Net panel mediator, members are required to undertake additional observation assessments.



## ADR Net membership

ADR Net is a nationwide panel of accredited mediators. Unlike other ADR companies, all commercial mediations introduced through ADR Group are then referred directly to our members.

Being an ADR Net panel mediator provides the opportunity for you to be put forward for ADR Group mediation referrals. Your appointment as a mediator will depend on a number of factors including experience, speciality and the preferences of the mediation participants.

Other ADR Net membership benefits include continuing professional development opportunities, discounts on training and mediation networking events.

ADRg hold regular regional meetings to discuss ways in which all members can promote and develop the use of ADR to the business community. Our regional meetings also provide great networking opportunities for members as well as useful discussion forums. In addition to this we also hold an Annual Conference which is not only attended by members but also by high profile judges and politicians involved in legal reform.

You can either join our network as a firm (corporate), an individual or an associate.



## Who should attend?

The Civil and Commercial Mediator Foundation Training Programme is essential for any professional wanting to practice as a mediator. The skills obtained form part of an essential management tool-kit for:

- Professionals with responsibility for resolving disputes
- Legal professionals – Private Practice Solicitors, In-house Legal Directors and Counsel, Barristers etc.
- Professional advisers e.g. accountants, architects, healthcare and other professionals
- HR managers, union representatives and policy advisers

ADRg also offers Employment and Workplace Mediation Skills Training for senior executives and key decision makers, HR professionals, supply chain managers and complaints handlers and customer services representatives. See our website [www.adrgroup.co.uk](http://www.adrgroup.co.uk) for more information on this course.

## Course Objectives

The course aims to help you to:

- Understand the role mediation plays in the business and legal community
- Develop advanced facilitation skills to promote communication between parties
- Acquire competencies to distinguish issues from interests and develop commercial solutions
- Enhance listening, probing and evaluation skills

## Course Outcomes

On successful completion of the course you will become an ADR Group Accredited Civil and Commercial Mediator and able to practice mediations with the appropriate level of skill, professionalism and confidence.

Attendance accrues 40 hours of Law Society and Bar Council of England and Wales continuing professional development (CPD).

# Programme content

Our mediation training course is divided into 3 modules which can be taken at a pace to suit your own development requirements

## **Module 1 – Preparation – distance learning CD-ROM on history, theory and basic dispute recognition**

(12 hours)

The initial phase gives you an insight into the history and theory of mediation. The CD takes you through specific tutorials and case studies together with 6 exercises which must be submitted to ADRg prior to attending Module 2.

## **Module 2 – Foundation – three-day core mediator competency**

(28 hours)

This intensive module involves tutoring in mediation's core competencies; planning & organisation, process management, communication skills, facilitation and creative problem solving. Delegates will be involved in role-playing mediation sessions, group discussions and practical exercises in order to practice the skills being learned. The use of video provides opportunity for maximum feedback.

Delegate assessment will be conducted throughout the course and will conclude with a final video recorded assessment of a role-play on day 3 in which delegates will be required to demonstrate the practical application of skills and core mediator competencies. The video recording will be retained for external moderation.

On successful completion of modules 1 & 2 you will become an ADR Group Accredited Civil and Commercial Mediator.

## **Module 3 – Becoming an ADR Net Panel Member**

Once accredited, delegates have the opportunity to join ADR Net and participate in ADR Group mediation referrals. To become an ADR Net panel mediator, members are required to undertake additional observation assessments.

## **Course Pre-requisites**

The ADRg Civil and Commercial Mediation Foundation Training Programme is designed for individuals affiliated with a professional body.

In order to fully engage in the role-play aspect of the course participants require a strong command of the English language. If you have any concerns in this regard, please call us to discuss further prior to booking.

There are no other particular course prerequisites other than a willingness to engage in shared learning through role-plays and interactive exercises. Knowledge of law is helpful but not essential.

## **Continuing Professional Development (CPD)**

Attendance of the ADRg Civil and Commercial Mediation Foundation Programme, Modules 1 and 2 accrues 40 hours Law Society and Bar Council CPD.

## **Enrolling on the course**

To receive details of our course dates, locations, costs and trainers please call –

**0800 616 130 or visit [www.adrgroup.co.uk](http://www.adrgroup.co.uk)**

# BOOKING FORM

## Civil & Commercial 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.

	MODULE I	MODULE II DATE: *	MODULE II LOCATION *	COST
<b>MODULE 1</b> Distance Learning CD Rom	<input type="checkbox"/>	N/A	N/A	£475.00 + VAT
<b>MODULE 1I</b> Open Course including all meals and training materials – no accommodation	<input type="checkbox"/>		LONDON	£1825.00 + VAT
<b>MODULES 1 &amp; II</b> Modules I & II Open Course as above, ie. no accommodation	<input type="checkbox"/>		LONDON	£2300.00 + VAT
<b>RESIDENTIAL ALL INCLUSIVE</b> Modules I & II plus 3 nights fully inclusive accommodation	<input type="checkbox"/>		<i>delete as appropriate</i> MANCHESTER/BATH	£2600.00 + VAT
<b>TOTAL inc VAT</b>				£

### \* 2010 COURSE DATES AND LOCATIONS

26-28 Jan 10 <b>LONDON</b> Open Course	3-5 Feb 10 <b>MANCHESTER</b> Residential Only	24-26 Mar 10 <b>LONDON</b> Open Course	16-18 Jun 10 <b>BATH</b> Residential Only	14-16 Sept 10 <b>LONDON</b> Open Course	22-24 Nov 10 <b>LONDON</b> 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.



teach. talk. resolve.

T: +44 (0)117 946 7180 F: +44 (0)117 946 7181 E: [info@adrgroup.co.uk](mailto:info@adrgroup.co.uk)  
ADR Group, Grove House, Grove Rd, Redland, Bristol BS6 6UN. UK DX: 99884 Redland Bristol

[www.adrgroup.co.uk](http://www.adrgroup.co.uk)

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