

Learner Handbook

2018-2020

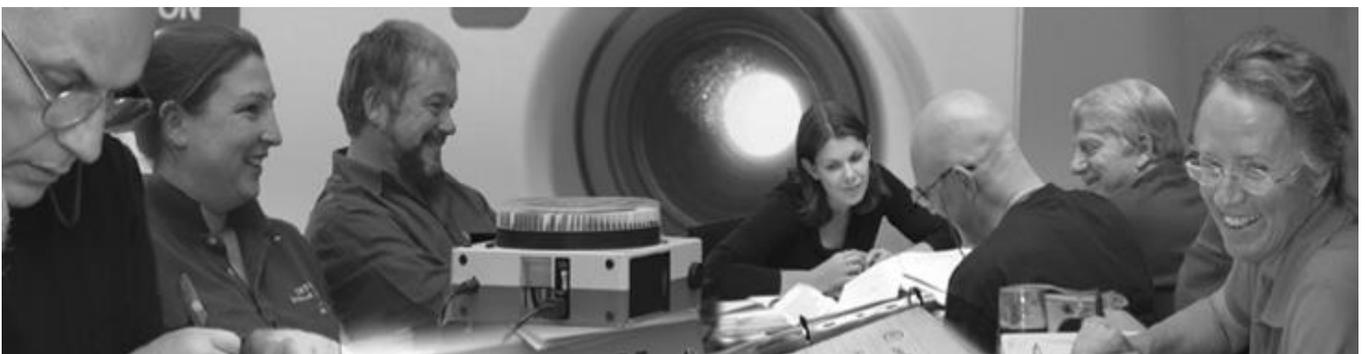


South East Employers
The Guildhall ● High Street
Winchester ● Hampshire
SO23 9GH ● 01962 840664

South West Councils
Dennett House ● 11 Middle Street
Taunton ● Somerset ● TA1 1SH
01823 270101

in collaboration

Mediation & Conflict Resolution in the Workplace



www.seemp.co.uk
www.swcouncils.gov.uk



Learner Handbook

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Key Contacts

Trainer/ Assessor/ Verifier	Jennifer McNeill	jennifer@seemp.co.uk
Trainer	David Maycock	david@seemp.co.uk
Quality Assurance	Fay Edwards	fay.edwards@swcouncils.gov.uk

“A good course with plenty of opportunity to practice”

Programme outline

This three-day course, delivered by experienced practitioners, will give you the skills and confidence to undertake mediation from the initial meeting with the parties through to closure, following a mediation model. Particular skills covered are those required by an effective mediator. The programme has been endorsed by the ILM and is subject to ongoing verification to ensure it continues to meet their standards of delivery and assessment.

Delivery

The programme is delivered over 3 consecutive face-to-face training days. The tutors use a variety of delivery methods that include formal didactic sessions, practical exercises, individual and group work. Learners are encouraged to view each other as a valuable source of knowledge and support and it is strongly suggested that they maintain their network when back in the workplace.

Content

- Introductions, objectives and expectations
- Benefits of dealing with conflict in the workplace
- Signs, causes and effects of conflict
- Skills and behaviours for dealing with conflict effectively
- Role of the Line Manager
- Tools and strategies available
- Role of mediation in dealing with conflict
- Good practice and standards
- The Mediation Model
- Explaining mediation
- Preparing for mediation
- Practising mediation
- Appropriateness of mediation
- Mediation strategies
- Normalising, reframing and constructive summaries
- Equality and diversity issues
- Learning points and action planning
- Review and evaluation

The course will be highly interactive with a range of facilitator input, group discussions, role plays and practical exercises. Participants will be encouraged to develop individual action plans to help them apply the learning back in the workplace.

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Assessment

The programme is assessed through the submission of 3 assignments and attendance at the 3 day training event:

Assignment 1: Undertake the planning and preparation necessary to carry out a practical mediation activity (Written briefing note). To be submitted within **4 weeks** from the end of the training programme

Assignment 2: Critically assess your own mediation practice (Written notes). To be completed within **2 weeks** from the end of the training programme

Assignment 3: Outline the benefits of introducing a mediation scheme into the workplace (written report). To be submitted within **6 weeks** from the end of the training programme

Submission process

Submit written assignments directly to your Assessor through VQ Manager. You will be sent a link to this to create your own personal portfolio of evidence. Your Assessor will assess and annotate your work. You will be able to access your work and assessment feedback direct through the VQ Manager. This will also be accessed by SW Councils for internal verification before a sample are selected by ILM for external verification. You will be advised of the outcome once this is confirmed and, if successful, your ILM certificate will be sent to you shortly after.

Deadlines for submission

It is expected that you will complete the qualification within 3 months of starting. Each programme will be set submission dates. If you cannot meet an assignment submission date, you should contact your Assessor to agree an extension. Generally, the timescales will be:

Assignment 1: 4 weeks after attendance

Assignment 2: 2 weeks after attending

Assignment 3: 6 weeks after attendance

Any resubmissions should be submitted and reassessed within 12 weeks of attendance

Storage of assignments

Assignments will be stored electronically for verification purpose.

CPD

You can claim 18 hours of CPD for attending this course (this will be evidenced on your certificate). However, please note that some professional bodies will only accept CPD from their own approved courses and providers. This course has not been specifically approved by any professional body, other than ILM, but for most purposes, it should be perfectly acceptable to evidence that you have engaged in a CPD activity.

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ASSESSMENT: ASSIGNMENT 1

Learning Outcomes The Learner will:	Assessment Criteria (assignment) The Learner can:	Strengths	Areas for further development and reflection
Plan a mediation intervention	(a) Describe the stages in the mediation process and explain the key outcomes a mediator would expect at each (b) Explain the planning activities that are necessary and the resources required to carry out an effective mediation intervention (c) Outline up to 6 techniques you may use and in what situations they would be useful		

ASSESSMENT: ASSIGNMENT 2

Learning Outcomes The Learner will:	Assessment Criteria (assignment) The Learner can:	Strengths	Areas for further development and reflection
Review own personal capability and mediation practice	(a) Identify and collect feedback, together with your own reflections, to assess personal strengths and areas for development relevant to your role as a mediator (b) Review your performance as a mediator against an appropriate list of the skills and qualities required for effective mediation (c) Identify and prioritise objectives and actions for ongoing development of your skills as a mediator (d) Reflect on your own value systems and how this will impact on your mediation practice		

ASSESSMENT FEEDBACK SHEET: ASSIGNMENT 3

Learning Outcomes	Assessment Criteria (assignment)	Strengths	Areas for further development and reflection
The Learner will:	The Learner can:		
Understand mediation and conflict resolution in the workplace	<ul style="list-style-type: none"> (a) Analyse the causes and effects of conflict in the workplace (b) Describe how mediation supports the organisation's HR policies (c) Discuss the benefits and challenges for organisations of mediation (d) Discuss the benefits and challenges for individuals of mediation 		