



The
Resolution
Centre

PROFESSIONAL CERTIFICATE IN MEDIATION AND MEDIATION SKILLS

COURSE BROCHURE



Fully accredited qualification from Queen Margaret University, Edinburgh.



Queen Margaret
University
EDINBURGH

ciar.b.
Channel Islands
Branch



Our expertise. Your outcome.

Conflict affects our everyday lives. It is present at home, in business, in the boardroom and in large projects. This innovative professional certificate is firmly rooted in personal and professional experience. You will learn why conflict escalates, how to help people in conflict and develop the skills required to resolve disputes.

Using a combination of theory and practical application, you will gain the confidence to effectively address conflict, disagreement and difficulties between individuals and teams.

The Resolution Centre are proud to offer this course in partnership with Queen Margaret University Edinburgh.

KEY FEATURES

- Equips you for a wide range of leadership and people management situations
- Helps you develop communication techniques to de-escalate conflict and manage strong emotions
- Offers practical, hands-on experience in a safe environment
- Develops your understanding of conflict escalation and conflict resolution
- Explores considerations such as environment, balance of power, rapport and body language

COURSE SUMMARY

Accredited Professional Certificate
QMU Edinburgh 10 Academic Credits
Scottish Mediation
CIArb membership eligibility

Course Length
Six full days

Study method
The course combines lectures, group work, reflection, and practical scenarios, drawing on examples from grievances, relationship breakdown, commercial disputes, and conflict in the boardroom and in the workplace.

Assessment
Practice Observation 40%
Reflective Essay 60%

Cost
£3,750

Course Lead
Craig Cathcart (MSc, LLB, Dip, LP, DTS) Craig is an experienced academic lawyer and is Senior Lecturer in Dispute Resolution at Queen Margaret University Edinburgh.



An active mediator, Craig is a member of the Law Society of Scotland's Regulatory Committee and Consumer Law Sub-Committee. He is also a director and trustee of Scottish mediation and served as director of Citizens Advice Edinburgh.





COURSE DETAILS

The course is interactive and practice-based with a case study focus. While firmly grounded in relevant theory, the course is designed and taught by mediators with practical, 'in the room' experience.

AIM

The aim of the course is to enable learners to develop their theoretical knowledge and practice of mediation and mediative skills as a means of effective dispute resolution.

CONTENT

Theory:

- Alternative Dispute Resolution
- Effective Communication
- Dealing with difficulties
- Exploring potential issues
- Mediation in context
- Conflict and Conflict Styles
- Models of Mediation
- Mediation Ethics
- Agreements
- Reflection

Practical:

- Questioning and listening skills
- Clarifying issues and options
- Building workable solutions
- Having difficult conversations
- Opening discussions confidently
- Inviting parties to talk
- Maintaining control
- Remaining impartial
- Finding common ground
- Encouraging participation

LEARNING OUTCOMES

At the end of the programme of study, candidates will be able to:

- Have challenging conversations in your workplace and beyond with confidence
- Effectively carry out a structured mediation
- Critically explore a range of mediation practice based issues
- Reflect on their own and others' mediation practice
- Appraise the practice of mediation in a range of disputes
- Apply mediative skills in a range of real world contexts



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The Resolution Centre

ABOUT US

The people, teams and leaders we work with tell us they want to do better – both personally and professionally. They want better relationships and a sense of common purpose that guides them towards shared goals.

Often there is a disagreement, a breakdown in communication or an absence of trust that is preventing them from achieving their aims. This is where we can help.

We possess a deep knowledge and broad experience of conflict resolution that avoids costly litigation. We aren't here to make judgements and our role is one of independence and impartiality. Our proven methods for resolving disputes and changing workplace cultures are unique, innovative and bespoke.

As a social enterprise looking to benefit our society, we are passionate about the personal growth and improved wellbeing that comes from collaborative problem solving.

The Professional Certificate in Mediation and Mediation Skills is suitable for leaders, lawyers, people managers, project managers, directors, human resource specialists and anyone who is or who will be involved in resolving conflict or disputes.

in partnership with:



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HOW TO APPLY

To register a place on our next course please contact us:

info@theresolutioncentre.com

+44 (1534) 730234

We recommend registering as early as possible. Places fill up quickly and we operate a waiting list.



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