



Application Pack

Background Information for the Compact Mediation Training Project March/April 2010 with CEDR.

You will find in this document important information you need to apply for the training:

1. why this training is being offered
2. the trainers
3. course aims, objectives, structure and training style
4. draft programme
5. competencies
6. a person specification for a compact mediator
7. to apply (the application form is a separate document)
8. fees
9. disclaimer

Note the closing date for receipt of completed applications is 11 February 2010

1 Why this training is being offered

The training is being offered to establish a pool of up to 12 volunteer mediators. They will be trained to resolve disputes between third sector and public sector parties contracted to deliver public services. This will provide a service to support sustainability in third sector organisations in Wolverhampton. Successful applicants, who go on to complete the training to an appropriate standard, are asked to carry out up to 2 mediations a year, for the two years following the completion of the training, for the Compact Mediation Project (CMP).

2 The Trainers - CEDR

For more information on the internationally renowned Centre for Effective Dispute Resolution see their website: www.cedr.co.uk

3 Course aims, objectives, structure and training style

We set out over the next few pages what the training from CEDR looks like and what competencies will be developed/assessed.

Course aims and objectives

The course will aim to develop the skills required for effective mediation of commercial disputes.

Under the expert guidance of leading mediator trainers you will learn how to:

- settle disputes effectively -in days rather than months saving vital management time.
- add value to commercial disputes -by finding commercial solutions to commercial problems.
- manage the mediation process and facilitate advanced negotiation.
- advise others on the features and uses of other effective dispute resolution techniques.

Delegates will need to prepare thoroughly for this demanding programme and a minimum of 16 hours pre-reading should be reserved in advance of the course.

The Mediator Handbook, case studies and role-play instructions are despatched one month in advance. Maximum benefit can only be achieved if all delegates are familiar with these key materials.

Course outline and teaching hours

The course constitutes approximately 42 teaching hours over a period of five days. This is extremely intensive and requires a prompt start at 08.30 am and a finishing time of 18.00. It is important that delegates are made aware of this in advance of the course and ensure that they are not committed to anything else during the period of the course.

The Structure of the Training

Days 1 & 2

By alternating the methods of demonstration and practice we take delegates through the phases of mediation from the first day of the course. Skills and process are highlighted and practised through interactive exercises. Case studies, based on actual mediations, are used to allow delegates to try-out mediation from the perspective of mediator and party.

Day 3

This is a 'practice day' of shared learning. The whole of day 3 is devoted to a single detailed case-study and participants practise the skills required at each stage of a mediation. During the day delegates will experience the role of mediator, adviser and mediation party. The training faculty coach small groups of participants (up to a maximum of six) through the case-study and provide personal feedback to each delegate on their mediation session. The case-study sessions are interspersed with group discussions covering the key issues faced by the mediator.

Days 4 & 5

Each participant mediates one simulated case on each day. A trainer observes each session and assesses performance against a set of competencies (see Appendix 4). Individual feedback, group learning and discussion continue alongside this assessment.

Teaching and learning style

The teaching and learning style and training methods adopted by CEDR are interactive and experiential. We make extensive use of participative exercises, case studies and role-play, in groups of 3-6 delegates. Our training methods reflect the value of creating opportunities to practice skills and receive constructive feedback and coaching in a safe and confidential environment. For an outline of these competencies, please see Appendix 4.

4 Draft Programme

Day 1

08.30 am	Arrival and registration
08.45 am	Introductions
9.30 am	Negotiating to win
10.00 am	Refreshment break
10.15 am	Plenary
10.50 am	Introduction to phases and skills of mediation
	Preparation phase
11.15 am	Setup Demo: Terminal & Reliable
	Demo Terminal opening and exploration
1.00 pm	Lunch
1.45 pm	Practice: Reliable and Stowe Ltd.
2.30 pm	Plenary on opening and exploration
	Matching/Non-verbal communication
4.00 pm	Refreshment break
4.15 pm	Active listening/communication skills.
5.30 pm	Plenary -Summarising –review/preview
6.00 pm	Close

Day 2

08.30 am	Arm Wrestling
08.40 am	The art of bargaining.
09.20 am	Demo: Exploration/Bargaining
10.15 am	Refreshment break
10.30 am	Practice: Reliable –Exploration and bargaining
11.20 am	Plenary debrief –Moving to bargaining, breaking deadlock, Concluding
11.50 am	Concluding phase –drafting
12.05 pm	Reframing
12.30 pm	What does the mediator add?
1.00 pm	Lunch
1.45 pm	Practice: Charming and Smedley
3.20 pm	Plenary on working with emotion/handling anger
3.45 pm	Refreshment break
4.00 pm	Practice: Teflex
5.35 pm	Plenary
6.00 pm	Close

Day 3

08.30 am	Opening and plenary.
09.00 am	Lumitalia Spa & Whitworth Electrical Ltd –Session One
10.50 am	Refreshment break
11.20 am	Plenary
11.40 am	Lumitalia Spa & Whitworth Electrical Ltd -Session Two
12.55 am	Lunch
1.40 pm	Lumitalia Spa & Whitworth Electrical Ltd -Session Two continued
2.30 pm	Refreshment break
2.45 pm	Plenary
3.05 pm	Lumitalia Spa & Whitworth Electrical Ltd -Session Three
5.25 pm	Plenary and closing summary
5.50 pm	Preview of days 4 & 5.
6.00 pm	Close

Day 4

08.30 am	Opening and plenary
09.00 am	Mediation case study - Lemon
11.05 am	Refreshment break.
11.45 am	Mediation case study - Aquagon
1.00 pm	Lunch
1.40 pm	Mediation case study – Aquagon continued
2.45 pm	Refreshment break
3.10 pm	Mediation case study –Smarty
5.10 pm	Plenary
6.00 pm	Close

Day 5

08.30 am	Opening and plenary.
09.00 am	Mediation case study -Collision Course
11.05 am	Refreshment break
11.45 am	Mediation case study -Kids off the Street
1.00 pm	Lunch
1.40 pm	Mediation case study – Kids off the Street continued
2.45 pm	Refreshment break
3.10 pm	Mediation case study –Governing Head
5.10 pm	Plenary
6.00 pm	Close

5 Competencies

5a Relationship skill

Creates an environment conducive to mediation

- sets the scene and sets the tone
- appears relaxed, alert and confident with the process
- makes good use of the physical environment
- is attentive to parties' comfort and needs
- conveys energy, enthusiasm and personal warmth

Builds confidence and trust

- establishes the mediator's authority
- communicates in an assured, open manner, verbally and non-verbally demonstrates neutrality through equal treatment of the parties and use of non-judgmental language
- presents information and explanation in ways that influence the parties positively
- uses humour effectively
- has prepared well and appears well-prepared
- alert to issues of discrimination and power imbalance

Key Personal Attributes: humanity, integrity, alertness and verve

Develops communication and interaction with the parties

- establishes rapport quickly with the parties and others present
- listens attentively and responds
- motivates parties and representatives to participate actively and co-operatively
- encourages, accepts and values contributions from all parties.
- demonstrates understanding of each party's situation and their feelings about it
- acknowledges the significance to parties of problems and issues.
- allows parties to vent emotions in order to enable progress.
- recognises and responds to different individual and corporate cultures.
- is sensitive to team dynamics and manages party-team relationships.
- uses silence positively.
- paraphrases, reframes and reflects back.
- asks relevant questions, particularly open questions, to encourage parties to talk

Key Personal Attributes: humanity and imagination

5b Process skill

- Establishes and maintains an effective working structure
- Takes responsibility for the process: the principles
- is familiar with the procedure, structure, ground rules and responsibilities within the mediation process
- explains roles, responsibilities and procedures to the parties
- remains in charge of the process throughout
- respects confidentiality
- handles challenges to the process or the mediator calmly and with authority
- is alert to ethical dilemmas and handles them safely
- manages the process without determining content
- Key Personal Attributes: integrity and responsibility
- Manages the process and phases of mediation
- takes responsibility for the process: the practicalities
- opens the mediation well
- makes decisions about the order of presentations and the use of private and joint meetings
- consistent with progress.
- manages transitions between sessions and keeps all parties informed regarding the process
- helps parties to use the time productively when not with mediator, by tasking parties or creating working groups
- summarises and checks before moving on
- keeps notes, as necessary, unobtrusively
- manages time well.
- manages own pace, time for reflection, breaks between meetings, energy level and feelings
- manages relationship with assistant mediator to enhance the process
- adopts a pace which is responsive to the needs of the parties whilst working through the process fully.

Key Personal Attributes: humanity, stamina and verve

5c Content skill

- Facilitates momentum and progress through active engagement with the parties and the content
- identifies and probes issues
- vigorously explores positions for understanding of underlying interests and priorities
- picks up on and pursues verbal and non-verbal cues to promote progress.
- challenges and tests reality to encourage movement, whilst retaining the trust of the parties
- enables parties to see the situation from a broader perspective including the other party's point of view
- creates opportunities for dialogue and flow of information.
- manages information exchange tactically to good effect.
- uses strategies to overcome deadlock.

- recognises and works with different negotiating styles and tactics.
- uses own negotiating skills to progress the mediation.
- turns parties from emphasis on rights to future focus on interests and options.
- helps parties to analyse risks and benefits of particular outcomes.
- uses techniques to help parties save face.
- is alert to tensions, and able to defuse unhelpful tension and harness constructive tension.
- manages the parties expectations.
- encourages the parties to re-evaluate their own and each other's position.

Key Personal Attributes: determination, alertness, courage, stamina, imagination and commerciality

Facilitates the parties in creating solutions and moving towards settlement

- motivates parties and representatives to take responsibility for the outcome of the mediation
- explores previous settlement offers
- generates an atmosphere of creative problem solving
- works on options, implications and consequences, and avoids premature commitment to solutions
- picks up areas for possible further attention
- remains aware of commercial or other practical factors that will need to be taken into account for a solution to be workable
- establishes common ground and finds novel but practical ways to interrelate parties' goals
- helps parties draw any lessons from the causes of the dispute that may affect the proposed settlement terms
- draws together options into a coherent settlement package.
- encourages parties to make their own decisions.
- helps parties to think broadly about possible additional elements in the settlement package.
- tests that a proposed solution is practical.

Key Personal Attributes: determination, stamina, imagination and commerciality.

6 Person Specification – Compact Mediator Training Project

Person Specification

- 1 You are a Third Sector or Public Sector employee, trustee, director or similar, with recent experience of working with (or within) the third sector or public sector.
- 2 You have a good understanding of the expectation and reality of partnership working between statutory and third sector organisations.

- 3 You are able to demonstrate a personal or work- related motivation to achieve effective relationships between third sector and statutory sector organisations
- 4 You have a good understanding of the Compact
- 5 You are positive about learning and are comfortable with experiential learning styles
- 6 You are positive about volunteering, and contributing to the compact mediation service as it develops.
- 7 You have personal qualities appropriate to the task of mediation and the demands of the mediator's role
- 8 You demonstrate experience of managing processes that involve people
- 9 You have good written and oral communications skills
- 10 You have good people relating attributes
- 11 You have a positive commitment to equal opportunities and diversity

Please remember to refer to the person specification when filling in the application form.

7 To Apply

To apply you need to fill in the attached application form, return it to Kath Pye at Wolverhampton Voluntary Sector Council, 16 Temple Street, Wolverhampton WV2 4AN by **11 February** 2010.

8 Fees

If you live in the ABCD area (All Saints & Blakenhall Community Development Area) of Wolverhampton and you apply and are accepted for a place on the course it will be free of charge. If you live in any other part of the Wolverhampton local authority area or Dudley local authority area and you meet the other criteria you can apply. If you are successful the fee will be **£2850 payable before the course starts**. Either you or your employer can pay, but if you are employed the employer still has to fill in the employer declaration.

9 Disclaimer

WVSC reserves the right to alter, postpone or cancel the course for any reason.