

MEDIATION DORSET

offers

AN OPEN COLLEGE NETWORK QUALIFICATION

in

COMMUNITY MEDIATION

SKILLS

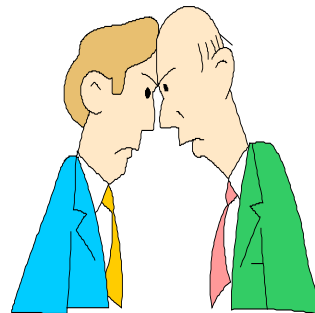
Conflict is part of life. Through it we make choices and grow

It is destructive when it.....

- deepens prejudice
- lowers confidence and security
- hardens attitudes
- causes aggressive behaviour

It is constructive when it allows those in dispute to...

- define their problem
- state their feelings, needs and fears
- explore what they really want
- negotiate and agree a course of action



Conflict resolution skills allow us to respond constructively to conflict

MEDIATION is a voluntary process in which the mediators help people who are in dispute to work together to solve their problem. The solution is chosen, negotiated and agreed by the people themselves. Mediation is not discovering who is right and who is wrong, but breaks the vicious circle of accusation and hostility to allow people to take responsibility for their own decision. Mediation is increasingly being accepted as an effective way of dealing with disputes.

The aim of this training is to:-

- Enhance listening and communication skills
- Give greater understanding of conflict and conflict resolution
- Explore creative ways of dealing with conflict
- Provide skills to deal with conflicts you face more positively
- Learn the mediation process to help you resolve the conflicts of others

Our courses are usually held twice a year—in the Spring and in the Autumn, either in Dorchester or Bournemouth areas. The course is designed to cover 50 guided learning hours, usually extending over seven days. To obtain the qualification you will need to attend all seven days and produce a portfolio of your work and personal reflections based on your attendance at the course.

For more information, cost of the course and an application form please contact:

Mediation Dorset, 22 High East Street, Dorchester, Dorset DT1 1EZ

Phone: 01305 257717 Email: info@mediationdorset.co.uk

Website: www.mediationdorset.co.uk