

MEDIATION DORSET

offers a level 3
Open College Network Qualification
in

MEDIATION PRACTICE

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 the Dorchester or Bournemouth/Poole area. The course is designed to cover 42 guided learning hours. To obtain the Level 3 "Qualification in Mediation Practice" you will need to attend all the training sessions and produce a portfolio of your work based on your involvement in the interactive exercises, plus personal reflections on your application of the underpinning knowledge to the mediation skills.

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

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