Core mediation skills workshop

Date: Wednesday 04 and 11 November 2026 | Format: online event via Zoom

Programme

DAY 1

10.00 Welcome and introductions
Hearing participants' goals and in what context they will use these skills

10.15 Conflict
- The common triggers and signs
- Responses to conflict (own and others') with Thomas Kilmann
- Escalation: antecedents, behaviours of the TK styles, consequences

10.35 Mediation
- What it is/The role of the mediator
- Cases suitable for mediation
- What can you do in your role?
- How to use a collaborative approach to resolving conflict

11.15 Break

11.30 Framework for dealing with two others in conflict
Demonstration of framework using case study scenario

12.10 Key skills: Empathy, active listening, questioning, summarising, dealing with challenging Behaviours, using a trauma-informed approach [discussion and practice]

13.00 Close

Pre-work for session two is to watch a 50-minute demo film of a mediation

Day 2

10.00 **Recap – process and skills**

10.15 **Overcoming resistance to mediation**

10.30 **Practice individual meetings in pairs using case study scenario**

11.15 Break

11.30 **Practice of joint meeting**

12.40 **Problem solving/closing the meeting**

13.00 Close