STARBUCK™ & Associates

STARBUCK ACADEMY · GROW · PROGRAMME BROCHURE

Workplace Mediation Practitioner

The knowledge, skills and confidence to facilitate mediation at work

A practical video programme for HR professionals, managers and anyone asked to help colleagues resolve conflict. Follow one mediation from first referral to signed agreement, and learn what to do, what to say and why it works.

- 12 video lessons of about 4 minutes
- Mediator's toolkit and workbook
- 12 months' access
- Certificate of completion
- **CPD accreditation in progress**

£99

per person, per year, VAT included. Annual subscription.

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/courses/workplace-mediation-practitioner/

ABOUT THE PROGRAMME

Why mediation is worth learning

Unresolved conflict drains energy, harms wellbeing and pushes good people to leave. Mediation offers an early, informal and confidential route that helps people agree their own way forward before a disagreement hardens into a grievance.

Organisations that can mediate in-house resolve issues sooner and protect the working relationships they depend on.

Who it is for

HR and people professionals, managers and team leaders, internal coaches, employee and union representatives, and anyone asked to help colleagues resolve a dispute. No previous mediation experience is needed.

What you will be able to do

01 Explain what workplace mediation is, how it differs from grievance and investigation, and when to use it

02 Hold the four principles of mediation: voluntary, confidential, impartial and party led

03 Run separate meetings that build trust and prepare each person for the joint meeting

04 Facilitate a joint meeting through every stage, from uninterrupted time to agreement

05 Respond calmly to strong emotion, power imbalance, walk outs and deadlock

06 Write a clear, balanced agreement and plan the follow up

THE PROGRAMME

Twelve lessons

Each lesson comes with a practical tool, workbook pages and a workplace task, so you can use what you learn straight away. A short knowledge check closes every lesson.

01 What mediation is, and is not
The facilitative model and where it works best.

02 Why conflict happens
Positions and interests, and the Circle of Conflict.

03 Role, principles and ethics
Voluntary, confidential, impartial and party led.

04 Is this case right for mediation?
Suitability, red flags and informed agreement.

05 The separate meetings
Building trust and hearing each story.

06 Setting up the joint meeting
Set up, timings, ground rules and the agenda.

07 Opening the joint meeting
Your opening statement and uninterrupted time.

08 The mediator's core skills
Listening, summarising, reframing and silence.

09 Exploring the issues
From positions to interests, and reality testing.

10 From options to agreement
A specific, balanced and realistic agreement.

11 Emotion, power and deadlock
Tears, anger, walk outs and knowing when to stop.

12 After the meeting
Follow up, records, self care and your development plan.

WHAT YOU GET

What is included

- Twelve short video lessons you can watch on any device
- A workbook activity and a branded practical tool for every lesson
- The Mediator's Toolkit of 12 tools and a one page quick reference card, once you have enrolled
- The full programme presentation to download
- A knowledge check per lesson and a 15-question final assessment
- A certificate of completion showing 10 estimated learning hours, and 12 months' access

How your learning time adds up

- Watching the twelve lesson videos: about 48 minutes
- Reading the lesson notes and workbook pages: about 2 hours
- Working through the practical tool for each lesson: about 3 hours
- Practising the skill or planning a workplace task: about 3 hours
- Knowledge checks, module reflections and the final assessment: about 1 hour 12 minutes

Total: 10 estimated learning hours. The pass mark for each knowledge check is 80% and you can retake it as many times as you need.

Who designed it

Designed by ICF credentialed coaches at Starbuck & Associates, led by Paul Starbuck, our Founder and CEO and an ICF Master Certified Coach (MCC). Every lesson draws on our coaching and leadership development work with organisations in the UK, Europe and internationally.

For teams and organisations

Buying for a group? We can set this up for your whole team, on its own or as part of a wider academy for your organisation. Email academy@starbuckassociates.com and we will put a proposal together.

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