

Mastering the Art of Mediation: A Comprehensive Training

2027 16 – 12
Bordeaux (France)

UK Training

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~~R2022198118932~~ Location: Bordeaux (France) Fees: 5200 GBP

Why This Course

Mediation has become an essential tool for resolving disputes efficiently while preserving relationships. It requires a unique combination of structured process, strong communication skills, and the ability to manage emotions and complex interactions.

This intensive 5-day program is designed to provide a practical introduction to mediation. It blends core principles with hands-on experience, allowing participants to build confidence through real scenarios and develop the skills needed to handle a wide range of conflicts effectively.

What You'll Learn and Practice

By participating in this program, you will:

- Understand the fundamental principles and process of mediation
- Develop strong communication and active listening skills
- Learn techniques for handling difficult conversations and emotions
- Practice mediation through realistic role-playing scenarios
- Apply ethical standards and best practices in mediation

The Program Flow

Day 1: Introduction to Mediation

- Understanding conflict and dispute resolution
- The role and responsibilities of a mediator
- Mediation models and approaches
- Ethical considerations in mediation

Day 2: Communication Skills for Mediators

- Active listening techniques
- Effective questioning strategies
- Nonverbal communication
- Reframing and summarizing

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A graphic illustration of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. In the background, there are concentric circles and a small gold king piece. The text 'UK Training PARTNER' is overlaid on the image.

Day 3: The Mediation Process

- Stages of mediation
- Opening statements and setting the tone
- Identifying issues and interests
- Generating options and problem-solving

Day 4: Advanced Mediation Techniques

- Managing power imbalances
- Dealing with difficult behaviors and emotions
- Breaking impasses
- Caucusing strategies

Day 5: Practical Application and Skill Development

- Complex case simulations
- Drafting mediation agreements
- Self-reflection and continuous improvement
- Building a mediation practice

Individual Impact

- Strengthen communication and interpersonal skills
- Improve ability to manage conflict effectively
- Build confidence in facilitating discussions
- Develop a structured approach to dispute resolution

Work Impact

- Improve conflict resolution within teams and organizations
- Reduce escalation of disputes
- Enhance collaboration and communication
- Support more effective decision-making processes

Training Methodology

This program combines theory with hands-on practice to ensure real skill development:

- Interactive sessions and guided discussions
- Role-playing exercises and simulations
- Case-based learning scenarios
- Group activities focused on communication techniques
- Continuous feedback and reflection

A graphic of a chessboard with several pawns. In the foreground, a large gold king piece stands prominently. Behind it, several smaller pawns, some gold and some silver, are positioned on the board. The background features concentric circles emanating from behind the king piece.

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Beyond the Course

By the end of the program, participants will be able to:

- Conduct a full mediation process with confidence
- Apply effective communication techniques in challenging situations
- Manage high-conflict scenarios professionally
- Use practical tools and strategies in real-world mediation contexts

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