



Mediation Skills for Housing Professionals

Train in resolving neighbourhood conflicts, family disputes and low-level ASB cases

This two-day course is intended for anyone working in housing associations and local authorities, whose role involves repairing or improving relationships in a neighbourhood setting.

The course provides the time required to explore each stage of our tried and tested mediation model, and the opportunity to build up your confidence and competence by practising your mediation skills on some case simulations.

Delegates will learn:

- What mediation is and isn't, and how it can be used
- How to remain impartial
- Deal with disruptive behaviour in resolution meetings
- Our step-by-step mediation process

Want to find out more?

Call us on **0800 772 0778**, or email us at hello@ukmediation.net

At a glance

- Two-day course
- Up to 16 delegates
- Delivered at your location
- Understand our step-by-step mediation model
- Put your new skills into practice



“ The best training course I have done recently! I would definitely recommend it to other professionals in the same line of work.

Fran Rhodes
Tenancy Management Officer
North Lincolnshire Homes

About UK Mediation



UK MEDIATION

Founded in 1999 by Dr Mike Talbot, UK Mediation has come to be recognised as the leading provider of mediation services and training.

UK Mediation uses only the most experienced mediators, with specialists in workplace, neighbourhood, family, commercial and medical mediation.

Find out more at www.ukmediation.net/about-us