



Understanding Mediation

A different approach to resolving disputes

Mediation is now recognised as a highly cost-effective way of addressing a wide range of disputes. Based around the idea of reaching a win-win outcome, mediation offers an excellent alternative to lengthy and adversarial formal procedures.

Our popular **Understanding Mediation** course looks at how mediation can be used to facilitate a discussion between two people who are in conflict: nipping a dispute in the bud, promoting better collaboration, and ensuring that more serious procedures are only used as a last resort.

The course enhances your skills and knowledge in:

- Understanding what mediation is and what makes it unique
- Using mediation to build dialogue
- Deciding when mediation skills should or shouldn't be used

Want to find out more?

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

At a glance...

- One-day course
- Up to 16 delegates
- Delivered in-house at your location
- Understand what mediation is and isn't
- Identify when mediation should and shouldn't be used

“ Really useful to take time out of our busy schedule. Good to look at a service user focused solution.

Julie Hughes
Homelessness Officer
Redditch Night Stop

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