



Mediation Skills for Disputes Involving **Young People**

Train your delegates to resolve interpersonal disputes between young people

This two-day course is intended for anyone working in young peoples' charities and local authorities, whose role involves repairing or improving relationships between young people.

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 trainer was fantastic and I now feel that mediation is a skill that I am able to use in my working practice.

Jade Harrison
Lead & Family Worker
The Matthew Project

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