



## **Summary of Peaceworks Conflict Management & Mediation Skills Training Course**

Peaceworks Conflict Management & Mediation Skills Training (CMMST) has been developed over the past ten years as a result of our experiences in handling mediation cases in employment, commercial, family, organisational, housing, neighbour, church and local authority disputes.

### **Introduction to Conflict Management:**

The Introduction to Conflict Management represents the Foundation Module of CMMST and is divided up into twelve sessions over three days. The course looks at the theory of conflict, working on our own individual conflict management style and how mediation fits into a spectrum of conflict resolution tools. Delegates will also learn key life skills, will learn the mediation process, and see a mediation modelled.

There are two means of assessment – self-assessment will take place each day and trainer assessment at the end of the course.

### **Mediators' Basic Training:**

The Mediators' Basic Training is for those who wish to gain a working knowledge of mediation and is also divided into twelve sessions over three days. Applicants for this course will need to have completed the Foundation Module or have been granted a waiver by Peaceworks' trainers for either having taken other approved training or gained formal mediation experience. The course looks in detail at the mediation process and offers delegates plenty of opportunity to practice skills in a series of mediation role plays. They will also learn how to manage the mediation process and will evaluate their own mediation style.

There are three means of assessment – self-assessment will take place each day, trainer assessment after mediation role-plays and at the end of the course, and a written assessment two weeks after the course.

### **Intermediate Course:**

The Intermediate Course is divided up into four sessions over one day. Delegates will need to have successfully passed the Mediators Basic Training or been granted a waiver by Peaceworks' trainers for either having taken other approved training or gained formal mediation experience.

This module builds on delegates' knowledge and experience of the mediation process, individual mediation styles and co-mediation through role-plays.

## **Delegates' Contents of MST Course**