



CONFLICT RESOLUTION EDUCATION (CRE)



Mediation Skills Training

A Certified Mediation Training Programme

Developed by the Drumcondra Education Centre, this certified Programme is unique in that it is *'skills development'* focused. It emphasises a proactive *'practice oriented'* approach with a large portion of the training focused on enabling and enhancing participants' confidence and individual skills through ongoing engagement with mediation scenarios, role play exercises and personal reflection.

The programme is a 60 hour blended learning model involving face-to-face practical sessions (48 hours) and online modules (12 hours). Accredited by the *Mediators Institute of Ireland* (MII), it provides recognised accredited mediation training for professionals in both the private and public service sectors. It is also recognised for entry to the NUI Maynooth Masters Programme in Conflict Intervention and Mediation Studies.

The Drumcondra Education Centre has had many years experience in providing Continued Professional Development (CPD) with an emphasis on the areas of Conflict Resolution, Peer Mediation, Restorative Justice and Mediation Studies. In choosing to accredit with the Mediators Institute of Ireland, the Centre is providing recognised accredited mediation training for both public and private sectors.

The Programme aims to:

- Advance participants' professional development in acquiring mediation and conflict resolution skills for use in a private capacity or in the workplace
- Enhance participants' personal development through reflective practice
- Enhance participants ability to ground practice in both Theory and Skills: delivered through Role Play and Interactive Exercises
- Enable participants to refine their skills through Self Reflection: delivered through a Coaching Model developed as part of the ongoing Conflict Resolution Education initiative in the Centre.

Programme content to include:

- **Knowledge of Conflict Resolution Theory and Skills:**
 - ✓ How conflict impacts on Behaviour
 - ✓ Successful Interventions
 - ✓ Personal Conflict Style
 - ✓ Managing ourselves in Conflict
- ***Conflict Resolution and Mediation Techniques and Skills:***
 - ✓ *Listening*
 - ✓ *Reframing*
 - ✓ *Summarising*
 - ✓ *Attuning and Connecting within Collaborative Negotiation Skills*

What is involved:

The programme is a blended learning model involving face-to-face and online modules. To successfully complete the programme, participants will:

- Have regular *evaluation and feedback* from Programme trainers on their skills development
- Keep a ***Reflective Journal*** which will form part of the overall assessment
- Be required to ***attend a minimum of 80%*** of the course delivery.

Entry Requirements:

Education: Leaving Certification plus basic degree.

or

Professional: Leaving Certification plus documented relevant experience/interest in this area.

Programme Delivery Outline:

Programme duration: 60 hours (of which 12 hours are an online theory element)

Venue: Drumcondra Education Centre

Programme delivery: Evening sessions (Wednesday) of 2.5 hours duration each over two academic terms and two Saturdays (Role Play).

Fee: €1,250

**Please note: The fee of €1250 covers all requirements, tutoring, notes etc to complete this CRE accredited programme and to receive a certificate from CRE that you have the core skills and competencies required in mediation. CRE Drumcondra is a registered Drumcondra Education Centre “Conflict Resolution Education” service.*

Programme Facilitator: Fiona McAuslan. M.A.

Fiona McAuslan is an MII Accredited Practitioner Mediator and has a Masters in Mediation and Conflict Resolution Studies. She specialises in family, workplace and education disputes as well as those that involve multiple systems. She works for organisations such as the Family Mediation Service and Clanwilliam Institute. She also co-ordinates and lectures on the Conflict Resolution Education module for the NUIM Masters Programme in Conflict Intervention and Mediation Studies. She works as a mediator, conflict coach and trainer.

Comments from Participants:

‘This course had very practical application for the working environment. I learned a great deal about communication and how important it can be in resolving conflict’.. (Participant, Office of the Ombudsman for Children).

‘Very enjoyable and informative. I loved the relaxed atmosphere the course was delivered in, it made for much better learning’ (Participant, Psychologist/ Psychotherapist).

‘I really enjoyed the practical nature of this course which allowed you to role play and really got into the issues underlying conflict situations’.... (Participant, Educator)

‘I have found this course most enjoyable, enlightening and liberating.. probably the single most ‘useful and practical’ course to date in my education ...(Participant, Teacher)

‘A life skill worth learning’- (Participant, Teacher).

Next step?

If you would like to obtain more information, please phone Aoife Lewis on 01-8576433 or e-mail: CRE@ecdromcondra.ie

Programme Delivery Dates - AUTUMN 2017 to SPRING 2018

To be Confirmed
