

## **Community Mediation Skills Training**

The Resolve Community Mediation Skills training is designed to give an overview of how mediation works and to understand the role of a mediator. Learners are encouraged to develop a set of skills, knowledge and personal qualities that will be useful in all aspects of their lives.

### **Aims**

The course aims to:

- Explore the nature of conflict and understand people's different responses to conflict
- Communicate clearly what mediation is and how it works
- Understand how people in dispute think, feel and behave
- Enhance your self-awareness and self-confidence
- Enable you to deal with conflict more effectively
- Give you opportunities to practice the skills being taught
- Prepare you for involvement in Resolve projects

### **Delivery Method**

The training will be presented in two parts:

**Part 1** - virtual via the Zoom platform using slide show presentations, and group activities. Students will work in groups of 10 and each group will be assigned to a pair of trainers for the duration of the course. As we train forty students, two groups of 10 will train in the morning and the other two groups of ten will train in the afternoon.

**Part 2** -classroom based, (in line with Covid-19 restrictions). There will be two groups of twenty.

The course is very interactive with lots of student participation - working in pairs, small groups, open discussions and role plays, including some homework preparation.

### **Assessment**

The trainers will assess learners throughout the training by observing them demonstrating their learning, through group work and role play. Certificates will be awarded by Resolve at the end of the training for those that have completed the course. This training also counts towards the University's Red Award.

### **Attendance**

Learners must attend **all** training sessions to complete the course and will be advised which group they have been allocated to in advance.

### **Outcomes**

By the end of the training you will be able to build on your mediation skills by getting involved in the various pro-bono projects that Resolve offer throughout your remaining time at the University. You will have also gained a new found confidence and an additional set of valuable life skills. This experience will positively enhance your employment prospects in the future.

### **Training Dates:**

We aim to do a welcome session for a maximum 1 hour prior to the course start date to ensure that everyone can link in Ok and has relevant technology to enable the materials throughout the training. The date and time for this will be scheduled nearer the course start date.

The training proper will run during 'Week 6' of the autumn and spring terms - (*previously referred to as enhancement weeks*)

Resolve Training - Delivery Week 1 - November 2021			
Day	Date	Group 1 - Session times	Group 2 - Session times
Monday	1 November	9:30 - 12:00 each day	13:00 - 15:30 each day
Tuesday	2 November		
Wednesday	3 November		
Thursday	4 November		
Friday	5 November		

Resolve Training - Delivery Week 2 - February 2022		
Monday	14 February	9:30 - 17:00hrs
Tuesday	15 February	9:30 - 17:00hrs
Wednesday	16 February	9:30 - 17:00hrs

Students who previously trained with Resolve have found it a very rewarding experience and gained a new found confidence which has also helped them to expand their network of friends at the university.