

1. **The science of communication: Tips for mediation**

The science of human communication is filled with myths. This is not surprising when you consider how complex humans are and how communication is studied across many disciplines. Further, new research is often in scientific journals that are not readily available.

The myths and science facts explored in this interactive workshop will include:

- Neuro-scientific communication – Fact or fiction?
- Communication is not all about body language
- Men and women are not from different planets
- Space wars: why proxemics matters

Tony Buon

Tony Buon is a consultant psychologist, author and CMC registered mediator with over thirty years' professional practice experience. He is the Managing Partner at Buon Consultancy www.buon.net and has taught at leading Universities worldwide.

He is also a Trustee of the Mediation Awareness Group which is delivering Mediation Awareness Week 2017.

2. **Language in conflict – The concept of 'face'**

This workshop explores the roles of the participants in the mediation process and the concept of 'face' as a means for understanding them.

Dr Jim O'Driscoll

Jim is a linguist specialising in sociolinguistics and pragmatics at the University of Huddersfield. His research interests are informed by experience of various languages, environments and situations. They include words and texts that appear to cause public offence.

3. **Advanced Mediation Skills**

Mediation can be life changing for warring neighbours. But situations can arise where the process becomes stuck, and participants feel frustrated. Examples include:

- A reluctant party, or one that refuses to meet face to face.
- A party who is overwhelmed by the situation and does not have sufficient energy or motivation to seek a resolution through mediation.
- Challenging behaviours or attitudes, including passive-aggression.

What tools are available to meet these challenges? Methods that have been tried and tested include:

- Cognitive behavioural therapy (CBT)
- Neuroscience
- Neuro linguistic programming (NLP)
- Transactional analysis (TA)
- Non-violent communication (NVC)

The acronyms associated with these concepts are like alphabet soup. But what are they? Can they work? Come to this workshop if you would like to find out,

Irene Grindell

Irene Grindell has mediated hundreds of cases over the past 18 years. She is also an experienced and highly qualified mediation trainer, delivering Open College Network accredited training. After her initial mediation training with Tower Hamlets Mediation Service in 1999 Irene became its first director in 2005, and subsequently trained as a workplace mediator and trainer in 2011.

She established Irene Grindell Resolutions Consultancy (IGRC) in 2014, where she delivers conflict coaching, mediation services and mediation training in the public and private sectors.

4. **Unconscious bias**

Part of the mediator's role is to act impartially. Yet there is increasing evidence that unconscious biases can impact on behaviours and decisions, particularly when the person involved is tired or under stress. This workshop provides an introduction to unconscious bias and how it works. We will look at how this can impact on mediators and will identify strategies that can be put in place to minimise its potentially adverse effects.

Carey Haslam

Carey is a conflict consultant, providing training, facilitation and mediation to statutory and third sector organisations. She has been a mediator since 1992 and specialises in community, workplace and SEN disputes. As well as her independent practice, she mediates for Ealing Mediation Service and KIDS Mediation Service.

5. **The anatomy of mediation**

How important is it to know where you are during a mediation session? If you froze a session at any point, could you say what stage things had reached, and what should happen next? What techniques can be used to move on if people get stuck?

This workshop takes a fresh look at the stages of a face-to-face mediation session, what the mediators' tasks are at each stage, what skills and techniques come into play, and how to move the process forward. Whether you're a new or experienced mediator, you will find food for thought and an opportunity to reflect on your practice, and share experiences with others.

If you're not a mediator, this workshop will provide an insight into the mediation process and the skills and techniques used by mediators.

Anne Jones

Anne Jones has 16 years mediation experience in the fields of community, homelessness, special educational needs and workplace mediation. She was the CEO of Merton and Sutton Mediation for 9 years, and is now the Project Manager of Alliance Support Coaching, a new initiative of the Alliance of Surrey Mediation Services. She also works as an independent mediator and trainer.

Anne has been training mediators since 2007, including in-house training for housing associations, and accredited training through the College of Mediators and Open College Network. She has written and delivered training on conflict resolution and conflict management for managers in an NHS Trust, housing professionals, police officers, local residents, and midday supervisors in primary schools.

She has completed accredited training in community, SEN, high conflict (gangs) and workplace mediation.

6. **Solution-orientated conversations**

This is a taster session that introduces a solution-oriented approach to mediation.

It will provide an understanding of how solution-oriented thinking can influence the mediation process. This includes the many thinking errors that mediation clients can develop and look at how solution-oriented principles can help to influence them. The delivery will be varied and interactive, and this workshop will be suitable for anyone who has had some knowledge or experience of mediation, no matter how little.

Clare De Meyer

Clare De Meyer is a passionate solution-oriented thinker, with extensive experience in designing and delivering training to schools, colleges, charities and local authorities. She is a master NLP practitioner, creating and supporting a client-enabling approach to training, mediation and problem solving.

Clare's approach is outcome focused, and she has a background of working across multiple agencies including healthcare, education and social care. She has over 17 years' experience of mediating, including community, local authority and work-place mediation.

London Mediators Day 2017

Workshops



7. Managing high conflict matters

This workshop will:

- Explore the extent to which patterns of conflict behaviour in mediation have changed over time, and the extent to which alternative dispute resolution practitioners and training programmes are adapting to these changes.
- Explore recent developments in electronic and social mass media communications, and the impact these have had on conflict behaviour.
- Consider the extent to which conflict behaviours may need to be challenged more overtly by mediators, through a more pro-active mentoring dialogue.
- Offer some recommendations as to how such challenges, and ideas for change, can be utilised in a way that does not impair the quality of the client - mediator relationship.

Tony Whatling

Tony Whatling has over 30 years of experience as a mediator, practice consultant and trainer.

He has trained hundreds of mediators throughout UK in family, community, health care complaints, victim-offender and workplace mediation contexts. He has also trained approximately 1,200 Muslim family mediators over ten years worldwide – including South-East Asia, the Middle East, East Africa, the USA and Canada

He has presented papers and workshops at several international conferences and has published numerous articles on mediation.

Tony's book, *'Mediation Skills and Strategies - A Practical Guide'* has sold over 2,500 copies, and is also published in Spanish.