



The
Resolution
Centre

Learn. Lead. Resolve.



Corporate compliance
Toxic relationship
Power/Information
Public interest quest
Mental (in)
Multi-
Tech

A part of the Resolute Leaders programme

Professional Mediators Skills Certificate

Leading a cultural movement that changes how people are
building a much better future, together.

Choice of Two pathways

Resolute Leaders | Professional Mediator



Queen Margaret University
CONSUMER DISPUTE RESOLUTION
CENTRE



Accredited Professional Certificate in

Mediation Skills – Summary

The Resolution Centre and Queen Margaret University Edinburgh are pleased to provide a fully Accredited Professional Certificate in Mediation Skills, also accredited by the Institute of Law and recognised by the Chartered Institute of Arbitrators.

The Resolution Centre accredited 6-day alternative dispute resolution (ADR) course will equip and accredit individuals with the skills and techniques to resolve disagreement, dispute and conflict, creating a step-change in dynamics and performance.

That can be in a commercial, workplace or other mediation itself, or using coaching and mediation skills in the boardroom, workplace or in business in a way that rapidly and effectively changes individual and organisational performance.

The skills and experience gained will develop individuals as mediators and leaders, helping them gain greater knowledge, confidence and effectiveness in dealing with conflict, disagreement and difficulties between individuals and teams

inside and outside the organisation such as shareholders, suppliers, clients and customers.

The course programme has been specifically designed to deliver tangible benefits through mediation with two pathways; P1 Resolute Leaders and P2 Professional Mediator. For example' after performance issues, or, for example, by breakdown, in Resolute leaders pathway

CHOICE OF TWO PATHWAYS

PATHWAY 1 – Resolute Leaders	PATHWAY 2 – Professional Mediator
<p>For conflict at "C" level and in the boardroom because of diversity, personalities clashing, differing agendas, lack of trust, performance issues, or the stress caused by breakdown in shareholder agreements, contracts, partnerships and dysfunctional teams.</p>	<p>For those aiming to practice as professional mediators in commercial, workplace and corporate conflict and in disputes from contract and relationship breakdown to problems in the workplace across most sectors of industry.</p>
<p>Pathway and CPD events in partnership with</p> 	<p>Pathway and CPD events in partnership with:</p> 

The course combines lectures, group work, reflection, and practical scenarios, drawing on examples from grievances, relationship breakdown, commercial disputes, and conflict in the boardroom and in the workplace.

Days 1-4 focus on training in the foundation mediation skills for both pathways. Days 5 and 6 are pathway specific modules, and assessment.

An ongoing CPD programme (see last page) is available with monthly events in partnership with "Global Governance Group" and the Chartered Institute of Arbitrations (CI Arb).

Delegates who undertake and pass the 6-day programme will gain a fully "Accredited Professional Certificate in Mediation Skills' which is aimed at enabling leaders to engage in mediation and mediative techniques at all levels.

This is an academic credit bearing qualification from QMU Edinburgh and the Institute of Law Jersey and successful participants are eligible to apply for full membership of the CI Arb.

Accredited Professional Certificate in

Mediation Skills – Course content

Conflict and disputes affect people's everyday lives. This course will examine how we behave in conflict and take participants through how mediation and mediative techniques help resolve conflict and disputes as mediators.

Conflict is often very present in the business, in the boardroom and large projects, whether that be through any form of diversity, personality clashes, personal agendas, power struggles, lack of commitment, relationship breakdown, lack of trust, performance issues, or the more external stress caused by commercial demands. The course programme has been specifically designed to deliver tangible benefits through mediation and the applied use of mediative skills.

The skills and experience gained will develop individuals as leaders, helping them gain greater knowledge, confidence and effectiveness in dealing effectively and rapidly with conflict, disagreement and difficulties between individuals and teams inside and outside the organisation such as shareholders, suppliers, clients and customers.

The course combines lectures, group work, reflection, and practical scenarios, drawing on examples from grievances, relationship breakdown, commercial disputes, and conflict in the workplace.

Delegates who undertake and pass the programme will gain a fully "Accredited Professional Certificate in Mediation Skills". This is an academic credit bearing qualification from QMU Edinburgh, the Institute of Law Jersey and creates eligibility to apply for full membership of the CI Arb (post-nominal MCI Arb).

Specific skills you will develop include using:

- Advanced communication skills to de-escalate conflict in a dispute or in a boardroom.
- Mediation skills to achieve quick, consensual outcomes.
- Facilitation of negotiation between individuals, and for members of a team

The knowledge you will gain includes understanding:

- How conflict affects us;
- Effective communication techniques in conflict situations;
- The fundamental concepts and process of mediation;
- How mediation skills can help resolve differences outside the mediation room.

Learning outcomes include:

- Understanding the principles and theory of mediation;
- Understanding the psychology of conflict escalation and conflict resolution;
- How to create a safe environment within the boardroom and in a facilitated negotiation process;
- Building rapport and trust with people in conflict;
- Engaging resistant people, balancing power and a constructive process;
- Facilitating co-operation and joint problem-solving;
- Demonstrating anti-discriminatory practices;
- Constructively managing difficult and strong emotions with appropriate control;

2018 Course dates and costs can be found online at

The Resolution Academy:
www.theresolutioncentre.com/academy

[Register here](#)

Terms and Conditions apply

[See here for Terms and Conditions](#)

We usually run courses at:

Institute of Law, Law House,
1 Seale St, St Helier, Jersey, JE2 3QG

Course Lead:

Craig Cathcart, (QMU Edinburgh)
(or another member of the QMU Faculty)

Who for?

Those who are or will be involved in conflict and dispute resolution either as Professional Mediators in the commercial, workplace or wider environment, or as Leaders including Chairpersons, NED's and C Level leaders. Suitable for lawyers, managers, planners, projects,

HR specialists, Ombudsman, and prospective mediators in all sectors including commercial, in the workplace, community and in education, and health services.

Why?

Mediation skills are evidenced as being four times quicker and five times cheaper than more adversarial approaches, such as litigation or formal HR procedures.

The benefits of using mediation or mediative techniques are usually seen through changing relationships, reduced stress, renewed purpose, usually with financial gain to an organisation or individual.

Successful participants will qualify through training that is uniquely recognised and accredited by:

- QMU Edinburgh (15 Academic Credits)
- Institute of Law, Jersey
- CI Arb for full membership (6-day course)*

Wider career development and opportunity through The Resolution Centre and the 'Resolution Board', which aims to promote and deliver ADR across the Channel Islands.

See online for Continuous development programme details at

www.theresolutioncentre.com/cpd

Tutors and contributors

Craig Cathcart – Course lead



Craig Cathcart (MSc, LLB, Dip, LP, DTS) is a Senior Lecturer in Dispute Resolution. Craig is an experienced academic lawyer who teaches across a range of dispute resolution, business and law subjects. Subject specialisms include mediation, negotiation, ombudsmen, ADR, negotiation, contract law, business law, marketing, management and leadership.

An active mediator, Craig is a member of the Law Society of Scotland's Regulatory Committee and Consumer Law Sub-Committee. He is also a director and trustee of Scottish Mediation and served as a director of Citizens Advice Edinburgh.

Other course contributors and tutors may also include:

Howard Le Cornu



Howard Le Cornu (MBA, MCI Arb) is CEO of The Resolution Centre. Howard is an accredited and experienced commercial, maritime and workplace mediator, negotiator, executive coach and NLP Practitioner. Howard is a member of the International Association of Facilitators, and the International Coaching Federation and specialises in team mediation, rebuilding

dysfunctional teams, and performance transformation through using coaching, mediation and facilitation skills.

Howard is a Master Mariner and ship's Captain. He served as Chief Coastguard and Harbourmaster, and CEO of Port of Jersey, where he negotiated substantial change including the introduction of RNLI lifeguards, apprenticeships with Trinity House, the Jersey Boat Show and the Jersey Coastguard. He is a Younger Brother with Trinity House, a Non-Exec Director with British Marine, and a Trustee of WetWheels Jersey.

Claire de Than



Professor Claire de Than is Director of the Institute of Law Jersey, Co-Director of the Centre for Law, Justice and Journalism at City University, London, having previously held appointments at 2 London University colleges. She is a Law Commissioner (Jersey). Clair is author or co-author of more than 15 books and has over 80 legal publications in total.

Claire has been an expert for the Law Commission of England and Wales on two recent criminal law projects.

Clair Cousins



Clair Cousins (NFM) is Managing Partner of The Resolution Centre. Clair is an accredited workplace and family mediator having spent the last 5 years focusing on bring mediation into the mainstream of dispute resolution in the Channel Islands. Clair is originally from London and has worked as an HR professional in a variety of leadership roles.

Charlotte Valeur



Charlotte Valeur has extensive experience in finance as an investment banker in capital markets and is an experienced non-executive director and Chair.

She is a regular global public speaker in corporate governance and has delivered training in governance best practice globally. In addition, she conducts board reviews and

advices boards on corporate governance through her company Global Governance Group.

Charlotte has substantial board experience as Chair of FTSE250 Kennedy Wilson Europe Real Estate Plc, NED of FTSE250 3i Infrastructure Plc, Chair of Blackstone/GSO Loan Financing Ltd, Chair of DW Catalyst Fund Ltd, NED of NTR Plc, NED of Renewable Energy Generation Ltd, NED of JPMorgan Convertibles Income Fund Ltd and as a NED and Chair on the boards of a number of private companies. She is also Chair and founder of Board Apprentice and a trustee of Westminster University.

Mark Smithers



Mark Smithers is the CEO of Problem Resolution Ltd. and comes from an I.T. and Business Process, Outsourcing, and Big Deal Making background, having worked for a number of the major consultancies, including EDS, ICL/Fujitsu, Cap Gemini Ernst & Young, Axon/HCL Siemens and Unisys. Mark is a registered mediator with The Law Society, and specialises in workplace mediation,

rebuilding dysfunctional Boards, enterprises and departments, as well as between service delivery disputes between client and supplier. The majority of time is working with Trusts, Boards and Senior teams in the Health industry, having worked at most London Teaching Hospitals DGH's and Mental Health Trusts as well as Primary Care Trusts, settling over 300 larger scale (up to around 50 people) mediations. Problem Resolutions Ltd. is a UK partner of The Resolution Centre, supporting each other in enhancing and delivering their respective work in the Channel Islands and UK.

2018 'We Believe' CPD series and 2019 CPD series for Resolute Leaders and Professional Mediators

in partnership with:



CPD & learning forums feature monthly topics including

Feb: The Power of Choice

Mar: The Power of Common Goals
Inc. principle-based

negotiation, facilitating team negotiation, negotiating a vision, how to settle, Trust

Apr: The Power of the Individual voice

Inc. discovery, uninterrupted time, conducting an intake, telling the story, courage

May: The Power of Diversity

Inc. de-escalating conflict, how to harness conflict, innovation, commitment
Future titles include the Power of Dialogue, Perception, Negotiation, Words

Full Details online at
theresolutioncentre.com/cpd