

Global Mediation

REPLACING CONFLICT WITH HARMONY

Course Prospectus

Foundation Course in Mediation

A foundation course
for professionals wishing
to train and qualify
as accredited mediators

Application has been made to the
College of Mediators for course approval, 2021

Welcome to Global Mediation

Thank you for your interest in Global Mediation and our Mediator Training Course.

You have made a wise choice to develop your skills in conflict resolution and we thank you for choosing to take this exciting journey with us.

Established in 1999, Global Mediation is widely recognised as a leading provider in the UK, offering high quality, fully audited and accredited mediation services, and an extensive range of education and training programmes. We handle more enquiries and conduct more mediation sessions than any other organisation in the UK.

Our panel of qualified, experienced and dedicated mediators works together with our mediator team and all are supported by a dedicated team of permanent office staff based in North London with a satellite office in Northern Ireland. We are proud of our focus on integrity and continual quality improvement, striving for excellence; our mediator and training panel bring perspectives from a diverse range of experiences and vocational backgrounds such as dramatic arts, psychology, business, management and law.

We are wholeheartedly committed to inclusion and accessibility and endeavour to ensure that our services benefit a wide range of people. Conscious of the sensitive nature of our work, we seek to broaden the opportunities of all participants to express themselves effectively.



Whatever your background, we hope that this course will open your eyes to new perspectives, challenges and practical skills. Wherever your mediation journey takes you, we are sure that you will never look at the world in quite the same way.

I hope this prospectus will answer most of your questions, but if you require further information or wish to discuss any aspects of the course, please don't hesitate to contact any of the Global team.

We look forward to working with you during the course and being part of your journey.

Adam Gersch
Chief Executive Officer

About Global Mediation



Global Mediation was established in 1999 by Adam Gersch, a barrister and CEDR Accredited Mediator. Adam was experienced in litigation and knew how stressful and costly legal proceedings could be. Having trained as a mediator, he grew to appreciate the many benefits of dispute resolution outside the court system.



Welcome!

Mediation is a positive, forward-thinking yet confidential process designed to resolve personal and professional disputes using a neutral third party to facilitate a settlement. The mediator does not judge or impose a solution but empowers both parties to work towards a mutually satisfactory outcome.

Aims and Objectives of the Course

Whether you are keen to develop new skills, refine existing abilities, pursue a lifelong passion or start a new career, we are committed to providing you with an exceptional and innovative learning experience; one that will help you become an accredited mediator, ready to start working in the field of dispute resolution.

The course is aimed at professionals with an invested interest in developing:

- Effective communication skills
- An ability to manage the mediation process
- Awareness of conflict and responses to it
- An ability to empower others to settle their disputes effectively
- The ability to apply the highest standard of ethical practice



What to Expect

Working with experienced, dedicated and skilled mediators and trainers, you will receive teaching in all aspects of the mediation process, from start to finish, through a variety of practical, interactive and engaging approaches.

As required by the College of Mediators and the Civil Mediation Council, our course:

- Is 40 hours (5 days + some home learning) in length with pre and post course support and mentoring
- Covers the process and principles of mediation
- Develops skills through role play
- Contains the required level of assessment through role play and written assignment
- Delivery of the course is via:
 - Pre reading
 - Lectures and presentations
 - Discussions, interactive exercises, demonstrations and role play
 - Reflective learning, including two individual tutorial/coaching sessions
 - Formal assessment
- 100% attendance of the course is required. The whole course must be completed including assessment.



Support

We will support you from start to finish, and will ensure you are put at ease to be able to participate fully with the group throughout the training. We will start with an Induction to give us a chance to get to know each other, and to allow you to ask any questions ahead of the course. You will be allocated to an individual tutor, who will support you through the whole course but with particular focus on Module 6, and who will offer two individual tutorials to be taken at a time of your choosing — before, during, or after the training — to enable you to get the very best from the course, to access individual support, to discuss future career aspirations, and to assist with any concerns or queries.

Fundamental to our training and learning is the principle of maximum engagement of all participants and utilizing their prior experience, knowledge and skills for the benefit of the whole group. Our principle is that we learn together.

Applicants are encouraged to share with us any individual or specific needs with regard to this training, so that consideration can be given to providing support, reasonable adjustments, or other assistance as soon as possible.



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Application

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Induction

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Pre-Course Reading

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Course Outline

- Day 1:**
- Mediator Self-Awareness and Development
 - Understanding the Mediation Process
- Day 2:**
- Understanding the Mediation Process
 - Developing Mediation Skills
- Day 3:**
- Developing Mediation Skills
 - Putting Mediation into Practice
- Day 4:**
- Putting Mediation into Practice
 - Themes and Critical Theories of Mediation
- Day 5:**
- Themes and Critical Theories of Mediation
 - Assessment Preparation and Assessment

Throughout Course: Reflective Learning supported by an experienced mediator, to include two individual tutorials to support you throughout the course.

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Assessment

There will be three assessment mechanisms:

Assignment 1:

A fully assessed role play in which you will take on the role of the lead mediator. The assessment will be carried out by a minimum of two assessors using the criteria provided prior to commencement of the course. In the event that the required standard is not demonstrated, one additional assessed role play opportunity will be offered. If on reassessment the required standard is not demonstrated, the candidate would be required to repeat the course (at own expense).

Assignment 2:

The Reflective Log which should be completed by course participants each day of the course to encourage self-reflection and to consolidate learning. The Reflective Log will be handed in upon completion of the course and will inform the final assessment, and will contribute to the participant's written evidence of course completion. Further information about this method of assessment will be provided prior to commencement of the course.

Assignment 3:

A written task which will be tailored to the needs of the group e.g. Production of a Mediation Agreement; a narrative about a particular mediation obstacle and how the course participant would deal with it, and will be set during the course programme. The written activity will be handed in upon completion of the course and will inform the final assessment, and will contribute to the participant's written evidence of course completion. Further information about this method of assessment will be provided prior to commencement of the course.

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Certificate of Satisfactory Completion

Requirements: 100% attendance required. Successful completion of assessment criteria as outlined above.



Course Location

Where possible, the course will be held at the venue detailed below. Travel and accommodation expenses are not included.



The Radlett Centre
1 Aldenham Avenue
Radlett
Hertfordshire WD7 8HL

Accessibility: The Radlett Centre is fully accessible for wheelchair users with several dedicated disabled parking spaces for blue badge holders, and a lift is available. An induction loop system is available in specific areas of the venue and can be accessed as required. Detailed information about the venue can be found on the website: <https://www.radlettcentre.co.uk/About-Us/Access-Information>

By Car

The Radlett Centre is easy to get to by car within a few minutes drive from the M1 or M25.

Parking: The nearest car park is Newberries Car Park, situated directly across the road with 210 spaces. The car park is free after 6.30pm every evening and all day Sunday, and 'pay and display' at other times.

By Train

There is a regular Thameslink rail service with links to St Albans, Luton, & London Kings Cross.

The station is a five minute walk from the Centre. Passenger enquiries 08457 484950.

Accommodation

The Red Lion Hotel is a five minute walk from the station and the venue.

The Red Lion Hotel, Watling Street, Radlett WD7 7NP T: 01923 855341 W: www.redlionradlett.co.uk



How to apply

Application

To register your interest or to request upcoming course dates, please contact us at:
training@globalmediation.co.uk

We will send you an application form which you will be asked to return with your CV, a covering letter, details of relevant experience and details of two referees.

Eligibility

There are no formal course entry requirements but applicants must show a clear commitment to equal opportunities and demonstrate a fluent understanding of English. We are seeking applicants who are committed to the values of mediation (independence, impartiality, neutrality, confidentiality, respect and empowerment) and are willing to comply with the [Mediator Code of Conduct](#).

Informal Interview

The interview will be conducted by at least one of the course leaders. It is an opportunity for us to find out what has motivated you to apply for the course, and for you to find out a little more about the course content, the course staff and what to expect upon successful completion of the course, and finally to establish whether the course is right for you. Interviews will be conducted via telephone or teleconferencing, by arrangement. Applicants are encouraged to share with us any individual or specific needs with regard to this training, so that consideration can be given to providing support, reasonable adjustments, or other assistance.



Course Fees

Face to Face Course: £2250 + VAT

Virtual Course: £1950 + VAT

Please stay in touch — we will update our website and social media channels regularly with course dates and discounts.

Your course fee will include:

- A pre-course induction meeting and pre-course reading advice
- Taught component: Six modules over five days culminating in a final assessment (40 hours+) There will be some home learning to complete
- Role play opportunities involving professional actors throughout the course to enable you to put your skills into practice
- Course Handbook and supporting resources including all course materials
- Reflective Learning supported by an experienced mediator to include two individual tutorials to support you throughout and after the course
- Certificate upon completion of the course



How to Pay

Your fee will be requested in two instalments

- £500 (+ VAT) deposit to secure your place
- Remainder of fee payable 14 days prior to the commencement of the course

Fees are refundable in full if cancelled 28 days prior to commencement of the course.

50% of the fees are refundable if cancelled 7 days prior to commencement of the course. In exceptional circumstances deferment of date may be agreed at the discretion of Global Mediation.

Travel and accommodation expenses are not included. Please note that this information is for guidance only, and is subject to change.



Programme Staff

Our programme staff team are skilled within the fields of disagreement resolution and mediation and draw on their breadth of knowledge and experience in order to deliver and complement the high-quality course content. The Core Team, Associate Tutors and Assessors are all Accredited Mediators and Professional Practice Consultants.

Click on a photo below to see the presenter's profile.



Martha Monday

Course Co-Director

Martha was a member of the Global Mediation panel as an accredited mediator since its inception in 1999. In April 2016 she was assigned the role of Specialist Mediator and in 2020 became Operations Director. As well as carrying out direct mediations in all regions, her role involves local authority liaison, marketing and training.

Martha is currently a member of the College of Mediators and the Civil Mediation Council Panel of SEND Mediation Assessors. Martha has extensive mediation experience, having been mediating on a regular basis since 1998. She practised simultaneously as a family law barrister for 16 years and has a Masters in Law, but has recently resigned from the Bar to concentrate upon her mediation practice, preferring the investigative, empowering and non-adversarial approach offered by this process of dispute resolution.

Assisted by her honed listening and negotiation skills, she has an exceptional track record of successful mediations. Martha conveys a degree of empathy, whilst remaining alert to the needs of all participants to find fair, practical solutions. Martha is recognised as an accredited SEND Mediator, awarded by the College of Mediators and the Civil Mediation Council.



Polly Walker

Course Co-Director

Polly's background is in education, specifically teaching children and young people permanently excluded from their mainstream schools, many of whom experienced complex emotional and behavioural difficulties. Working in this environment frequently presented Polly with situations of high conflict and rapidly escalating hostility that required empathy, respect and the ability to communicate with great skill, and enabled her to train and practise Non-Violent Crisis Intervention Techniques, Restorative Approaches, and later to take a formal accreditation in Alternative Dispute Resolution, becoming a qualified mediator in 2007. Polly joined the Global Mediation Panel in 2015, and became a Specialist Mediator in 2018.



Since then, Polly has worked extensively as a community, workplace and Special Educational Needs and Disability Mediator, as well as delivering mediation focused training across the private, public and voluntary sector. She has worked as a Peer Mediator teacher in schools, helping children learn how to manage and overcome conflict. She has successfully mediated numerous cases in which both parties were entrenched in longstanding disputes regarding bullying, harassment and employee relations, as well as those in which all hope for anything other than grievance and disciplinary measures were lost. Polly is extremely passionate about mediation, viewing the process as a valuable opportunity for empowerment, cohesive problem solving and the development of positive communication and mutual understanding. She is committed to all matters of social inclusion and as a result, became a published children's author, having written and illustrated two children's stories with themes around diversity, self-esteem, and disagreement resolution.



Emma Gersch

Course Co-Director

Emma's background is as a theatre director, trainer and coach. Over the past twenty years she has blended the skills and experience gained from the theatre to offer dynamic and engaging interpersonal skills training for the corporate and public sectors, including work in the field of mediation. She has created and delivered role-play training work for clients across a wide variety of sectors (NHS, British Red Cross, Psychologists and Lawyers).

Her areas of expertise are in positive communication, culture and change management, relationship building, and interpersonal behaviour. Her work with mediation companies led her to training as a mediator in January 2020, followed by successful completion of a specialist qualification in SEND mediation.

Emma is now a member of the Specialist Mediator team at Global Mediation where she both mediates and develops and offers training and coaching. Emma's core belief in listening to everybody's story underpins her work as a mediator, theatre maker and coach. In addition to her work in mediation, Emma is a member of the Higher Education Faculty at Shakespeare's Globe, and lecturer at the Royal Central School of Speech and Drama.



Emeritus Professor Irvine Gersch

Core Team

Emeritus Professor Irvine Gersch is the past Director of Programmes in Educational and Child Psychology at the University of East London. Prior to this, he worked as a teacher, an educational psychologist and as Principal Educational Psychologist. He has been on the board of Global Mediation since the company's inception and now works as a Consultant, with special responsibility for training, quality assurance, safeguarding and business development.



He is widely published on subjects including school leadership and management; listening to children and behaviour management; parenting; mediation and conciliation in special educational needs; the future of SEN and psychology, and coaching and mentoring.

He has acted as advisor for the Government in SEN and has received two annual awards from the British Psychological Society for distinguished contributions to the profession of educational and child psychology in 2002 and 2016. Irvine is currently a member of the College of Mediators and the Civil Mediation Council Panel of Assessors, having served on the DfE working party, developing standards and training for SEND mediators.

Irvine is recognised as an accredited SEND Mediator, awarded by the College of Mediators and the Civil Mediation Council. He has a PhD in Leadership, and is a Fellow of the British Psychological Society, and Higher Educational Academy, and is a chartered Psychologist. He has co-edited a text book on mediation and remains passionate about mediation as a vital tool in today's world.



Karen Heenan

Lead Tutor

Karen became an accredited mediator in 2012 and had already gained a wealth of mediation experience before joining Global Mediation as a Panel Mediator in 2014. She was appointed Specialist Mediator in 2017. She mediates across the country and her role also involves local authority liaison, marketing and training.

Karen has always had a passion for conflict resolution. She qualified as a solicitor, but has spent the majority of her career in the charity sector. More recently, she has held appointments with professional regulatory and other bodies where she chairs hearings to decide on whether an individual is fit to practise or whether his or her actions amount to a breach of professional standards.

Karen is a mediator who inspires confidence and encourages parties to engage, with her warm and professional approach. She believes that mediation provides a way for parties to take control of their own dispute, within the safe space created by the mediator, and to find a mutually acceptable outcome, avoiding potentially costly and protracted legal proceedings.

Karen is recognised as an accredited SEND Mediator, awarded by the College of Mediators and the Civil Mediation Council and accredited Professional Practice Consultant.



Rebecca Hayward

Lead Tutor

Rebecca trained as a mediator in 2012 after a career in education and the charity sector. She gained accreditation in SEND mediation on Global Mediation's pioneering training course in 2019 and is registered with the College of Mediators and the Civil Mediation Council. Rebecca became a Specialist Mediator for Global Mediation in September 2020.

Rebecca's extensive experience in education includes mainstream primary class teaching, specialist SEND secondary school subject teaching as well as teaching English as a foreign language to students of diverse nationalities. Her teaching career culminated in her role as Head of Drama at an independent school with dyslexia specialism, for years Reception to 11. In the charity sector at Relate, Rebecca delivered Family Mediation and training courses for organisations such as Stroke UK and Chapter One. She also worked for The Jubilee Sailing Trust, which offers sailing experiences on tall ships designed for people of all physical abilities; seeing wheelchair users hoisted to climb the rigging certainly gave focus to positivity and opportunity in life.

Practicality and positivity are the features that Rebecca finds especially inspiring in mediation. She brings compassion and clarity and enjoys engaging all participants in a co-operative dialogue to achieve the most productive outcome.



Laurence Cobb

Associate Tutor / Assessor

Laurence has been on the Global Mediation panel as an accredited mediator since 2015 and a member of the Specialist Mediator team since April 2019. As well as carrying out mediations in all regions, Laurence is part of the training team and is responsible for new business.

Laurence has extensive mediation experience as a commercial mediator and conciliator and as a SEND Mediator. He was previously a Partner and Head of Litigation and International Construction at the international law firm, Taylor Wessing LLP before retiring from legal practice after over 30 years, to focus on mediation, training, coaching, and strategic dispute advice. Throughout his career he was involved in both domestic and international disputes for all types of client in the public and private sector, including acting on behalf of parties in mediations.

Laurence's considerable experience enables him to bring his knowledge and experience to all dispute resolution scenarios, with an excellent settlement rate and empathy with participants, and his style is professional with a sense of humour. He is experienced at giving training and public speaking and lecturing generally.

Laurence is recognised as an accredited SEND Mediator, mediator supervisor, does executive coaching and is also a CEDR accredited mediator and regular lecturer on dispute resolution.



Adrian Wilson

Associate Tutor / Assessor

Adrian has 30+ years' experience as MD of a private practice of Chartered Surveyors & Building Engineers. He trained and qualified as an Arbitrator in 2000 and as a member of the Academy of Experts he acted as an expert witness under the CPR (Civil Procedure Rules) on over 100 occasions. Adrian has undertaken Post Graduate study in Alternative Dispute Resolution in the UK and the US attending Harvard Law School (PON) and Cornell ILR School. He has also been a consulting senior academic at Sheffield Hallam University since 2000, latterly specialising in professional practice/ADR and supervision of research projects; he is also a registered author at ISURV responsible for the mediation content on this professional platform.



Adrian qualified as an accredited mediator in 2014 having trained with both the London School of Mediation & ACAS and is registered with the College of Mediators & with the CMC for civil/commercial, workplace & SEND mediation. He sits on the CMC Accreditation Panel for SEND Mediation, the Board of the Association of Northern Mediators and is a registered Professional Practice Consultant with the College of Mediators.

Adrian mediated in the civil/commercial, workplace and SEND arenas prior to joining the Global panel in 2018 and being appointed to the specialist team in 2020. Adrian's day to day role is as Specialist Mediator with Global Mediation with responsibility for the Supervision programme and has recently taken on the role of Lead Mediator for the Northern region through which he seeks to maintain Global Mediation's reputation as a class-leading service provider.



Samihah Riaz

Administrative Support

Samihah graduated from Brunel University with a degree in History and then worked as a Learning Support Assistant in primary schools prior to joining the Global Mediation team, as a Case Manager in 2013.

Samihah has worked her way up in the company and is now operations manager of our ever-expanding, ever brilliant team of case managers.

Her role is to ensure the smooth running of the office, including case management, data, monitoring and reporting, meeting with local authorities, as well as bringing in new contracts and work, expanding commercial mediation, working closely with staff on appraisals and personal development and much more.



Chantelle Hercules-Page

Administrative Support

Chantelle joined Global Mediation in 2016 as a Case Manager. She has an NVQ Level 3 in Business and Administration and was previously working for a law firm in an administrative role. Chantelle has taken on cases from the South East and South West regions and is involved in the entire process of arranging the mediation.

She takes initial calls from parents, local authorities and other representatives, finds a suitable mediator for each case and allocates a venue as well as arranging the relevant paperwork and documents.

Chantelle has been promoted to the role of Senior Case Manager and she now deals with the operational side of the office alongside managing the other Case Managers and case work.





GIVE US A CALL

0208 441 1355



SEND US AN EMAIL

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VISIT OUR WEBSITE

globalmediation.co.uk



VISIT US

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