



**Accredited Mediation Training Programme to
Certified Level**

Approved by the Mediators' Institute of Ireland

Programme Overview



Programme Aim

This Certified Level Mediation training programme aims to provide participants with the skills, knowledge and attitudes required to enable them to successfully complete the MII Certified Level Assessment. It also aims to help participants develop the confidence and ability that will enable them to commence their practice as a Certified Level Mediator on completion of the course

Programme Structure

This Programme comprises **72 hours** which consists of:

- Forty-five (45) hours of tutor-led training delivered in a blended learning format (e.g. 5x ½ day webinars, 4 in-person days)
- Small group role play practice sessions between training modules (4-6 hours)
- Prescribed pre-course elearning module, reading homework and completion of Written Assignment (15 hours approx.). This course work is not formally assessed but completion of same is required in order to achieve successful course completion and certification.
- Assessment: (1 day) Candidates will mediate a (videoed) role play of a dispute for 60 minutes and complete a written reflection (Role Play Self-Assessment). The roles will be played by class colleagues and all candidates will also act as disputants in two colleagues' assessments on that day.

This programme has a strong emphasis on role play skills practice, with a maximum ratio of 8 participants to one trainer, in line with the Mediators' Institute of Ireland Quality Assurance Framework. This is to ensure each participant gets maximum opportunity in the Mediator role well as individual coaching and verbal/written feedback on their skill development from the trainer.

Role plays are all based on practical and realistic case scenarios drawn from a variety of contexts and sectors: Organisational & Workplace, Family & Separating Couples, Civil and Commercial, Community.

Training methods and activities include

- Demonstrations, role playing & simulations with individual coach-mentoring and feedback, small and large group discussion, peer observation, trainer presentation/inputs.
- Role play practice forms a core part of the training. All participants will receive extensive individual coaching and mentoring on their skill development throughout the course. Role play feedback focuses on issues and skills from each of the 4 core assessment categories: Managing the Relationships, Managing the Process, Managing the Content, Managing the Self
- Participants are also required to complete out of class homework as well as a Learning journal and Written Assignment

Programme Award

Upon successful completion of this programme and the assessment role play, graduates can register with the **Mediators' Institute Ireland (MII) and apply for a Practising Certificate and be approved to**

mediate by the MII. Practising MII Mediators are bound by the MII Code of Ethics and Practice and may only mediate where they have the appropriate training, knowledge and competence to effectively mediate.

More details on MII membership entitlements and benefits [here](#)

Total Programme Hours, Duration, Timings

- **5 x ½ day webinars (17 hours): 9.30-1pm**
- **4 in-person full days (28 hours): 9.30-5.30 pm**
- **Out-of-class work: (pre-course elearning module, homework, Written Assignment, (20 hours)**
- **1 day Assessment in-person (7 hours): 9.30pm – 4pm**

Certified Level Mediation Programme Objectives/Learning Outcomes

- Learners will develop an understanding and knowledge of mediation theory, principles, practice and methods
- Learners will acquire the skills, knowledge and attitudes in mediation to meet the Certified Level Assessment requirements: **
 - A. Managing the Process of Mediation
 - Learners understand the Principles of Mediation and how they apply.
 - Learners show their understanding of the mediation process.
 - Learners show good communication skills in the mediation setting.
 - Learners have a good understanding of negotiation.
 - Learners show a good understanding of the basic constructs of an agreement/settlement.
 - Learners show a good understanding of how to close a mediation (role play)
 - B: Managing Relationships in the Mediation Process
 - Learners create and maintain an appropriate environment and emotional tone for the mediation conversation
 - Learners demonstrate a respectful, trusting, balanced and impartial relationship with participants
 - Learners demonstrate skills e.g. questions and reflective listening which support and facilitate building mutual understanding between the parties

- C: Managing the Content of the Mediation
 - Learners understand how to manage the mediation process without determining the content
 - Learners skillfully summarise the essence of both parties' stories and concerns effectively
 - Learners illustrate the ability to capture what both parties agreed; facilitating the development of an agenda and supporting parties to prioritise next steps to form the agreement
- D. Managing Self
 - Learners show their understanding of the MII Code of Ethics and how it applies in their practice.
 - Learners show their ability to identify and manage their behaviour within the mediation process.
 - Learners show good understanding of how to construct a Mediation Agreement.
- Learners gain a theoretical understanding of conflict, managing conflict and principles of conflict resolution
- Learners are aware of their own styles and approaches in handling conflict and how that might impact on their role as a mediator.
- Learners gain an understanding of different styles and models of mediation
- Learners gain awareness of the influence of their own professional and personal assumptions and biases on the mediation process
- Learners develop the confidence and ability that will enable them to commence their practice as a Certified Level Mediator on completion of the course

Assessment: Videoed Role Play

The assessment consists of you (acting as a Mediator) in a role play where 2 of your class colleagues play the disputants, for 60 minutes. (See also 'Certified Level Assessment Guidelines'). You will be assessed by an external assessor from the MII Approved Assessor Panel.

Your role play will be videoed and you will receive a copy of the video shortly after and you are required to complete a written reflection on this: the Role Play Self-Reflection template is provided for this, a copy of which is in your assessment documentation.

Admissions Requirements/Eligibility

The minimum entry requirement is proficiency in spoken and written English (such that the learner can participate effectively in the videoed role play assessment and complete the Written Assignment). However, as this training programme is of a very short duration and has a strong emphasis on practical competency in order to successfully complete the programme and assessment, it is recommended that participants have some experience of dealing with people and effective communication skills.

Recognition of previously acquired skills and knowledge will only apply where a participant has attended part training on another MII Approved Mediation Training programme in the previous 12 months.

Reasonable Accommodation

The programme makes provision for Reasonable Accommodations to enable learners with specific learning needs to demonstrate their level of attainment in the assessments. The grounds on which applications can be made include but are not limited to, the following:

- Visual difficulty
- Physical disability
- Hearing difficulty

Certified Mediation Programme Session Breakdown and Content

Please note: this is a sample layout of the session breakdown and content. The webinar/in-person training delivery schedule and content may differ slightly depending on participants requirements.

Pre-Course eLearning Module	
Topic 1: Introduction to Conflict Dynamics	
<ul style="list-style-type: none"> • Definitions of Conflict • Cost of Conflict in Organisations • Psychology of Conflict • Dynamics of Interpersonal Conflict • Five Conflict Handling Styles • The Iceberg of Conflict: Positions and Interests 	
Topic 2: Introduction to Mediation Skills and Process	
<ul style="list-style-type: none"> • Introduction to the Certified Level Mediation Process and Skills • Demonstration: Workplace Mediation 'Frank and Aileen' 	

Module 1		
Session 1	Introduction/Programme Overview	Ice-breaker and group introductions; Programme induction
	Conflict dynamics theory	Understanding Conflict Reflecting on Own Conflict Style/Experience Conflict handling modes
Session 2	Introduction to Mediation	Introduction to Mediation and Mediation Act 2017 Definitions, key mediation principles Stage 1: Preparing parties for mediation
Session 3	Preliminary Meetings	Mediation Act 2017 and Agreement to Mediate Stage 1: Preliminary/pre-mediation meetings role play practice Stage 2: Mediator Opening Statement

Session 4	Stages 2-3 Mediation process	Code of Ethics and Practice Active listening exercise Stage 1: Round 4 Stage 2: Mediator Opening Stage 3: Hearing and Exchanging Perspectives Role play practices
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Module 2		
Session 5	Framing and Reframing Stage 4: Identifying and Framing the Issues	Review Stage 3 Introduction to reframing Stage 4: key purpose and intentions Role play practices Stage 3-4: small groups
Session 6	Questions in mediation Stages 3-4	Review Stages 3-4 Questions in mediation Role play practices Stage 3-4: small groups
Session 7	Stage 5: Option Development and Negotiation	Stage 4: Framing the Issues Stage 5: Option Development and negotiation Role play practices stage 3-5 in small groups
Session 8	Use of flip chart MII Assessment process	Stages 3-5 Role play practices stage 3-5 in small groups

Module 3		
Session 9	Caucus Mediation Agreements Role play practice	<ul style="list-style-type: none"> • Use of caucus • Mediation Agreements Settlements/MOUs • Role play practices stages 3-5
Session 10 & Session 11	Review Stages 2-6 Written Requirement for Assessment	<ul style="list-style-type: none"> • 'Cloze Procedure' using PMR video • Role Play Self-Assessment documentation • Role play practices

	Pre-Assessment rehearsals: Stages 2-6	<ul style="list-style-type: none"> • Pre-assessment rehearsal: Role play practice stages 2-6
Session 12 & Session 13	Ethical Dilemmas Pre-Assessment rehearsals: Stages 2-6	<ul style="list-style-type: none"> • Review Role Play Self Assessment forms • Role play practices • Pre-assessment rehearsal: Role play practice stages 2-6

Feedback from former Participants

"I would highly recommend the Consensus Mediation Course. The learnings on this course are not just relevant to those who want to enter the mediation profession. I learned more about managing people and steering difficult conversations than in any leadership or HR course that I have done to date. The trainers were excellent and the content is very useful to anyone in a leadership or line management role. I can honestly say that I am a better, more reflective leader for having completed the course"

Mary McMorro, Director of Operations, Swim Ireland

"I was delighted to get to do this course. Having researched courses Consensus Mediation- Mary had been recommended to me. A great recommendation, the course content, structure, pace, class participation and engagement was exactly what I had hoped for. The facilitation and transfer of knowledge that was imparted to us by Mary, along with the role plays really shifted my confidence over the course, enabling me to complete my assessment with confidence.

I would highly recommend this course, the learnings will stay with me in all avenues of my life, how important listening skills are – really listening !! Within my own department in HR I will be recommending my team members to do this course"

Paula Cullen, HR Manager, B. Braun Medical Limited

I would highly recommend this training course provided by Consensus Mediation. It was structured extremely well and was engaging from the beginning to the end. Coming into the course, my background and experience was in the area of adversarial disputes and procedures. The mediation programme taught me a whole range of new skills in a process (i.e. mediation) that is markedly different from the adversarial system that I am used to, such as facilitating the parties to come to amicably agreeable solutions, engaging with parties in a facilitative manner, asking effective and appropriate questions and exploring issues in a targeted and appropriate way.

One of the most prominent skills that I learned was the ability to refrain from imposing my own beliefs or judgment on a particular matter, but rather act in an entirely objective and facilitative way.

Edward Murray, Barrister at Law & Farmleigh Fellowship Scholar, Law Library,

"I completed the Certified Level Mediation Programme recently with Consensus Mediation Training, it truly was a fantastic experience. Mary's willingness to share her knowledge and experience with the course participants was inspiring. Mary dedicated a vast amount of time to the practical application of the learnings in role plays, this really helped to hone our skills. I learned so much about myself on this course, how I react to conflict, the value of active listening and that my opinions and thoughts are not relevant in my role as Mediator. This course has enriched both my professional and personal life and I would highly recommend it."

Liz Carter, Group Employee Relations Manager Glen Dimplex

"I completed the 6 day Certificate in Mediation Skills with Consensus Mediation. I highly recommend Mary Rafferty to any individual or organisation that is looking to develop effective practical communication skills. Mary is an experienced and highly competent communicator who shared a wealth of knowledge and tools with us around the whole area of communication. I gained new skills and tools that I used immediately in everyday situations as well as mediation. Mary's course is highly participative and you will get plenty of opportunity to try out the tools and practice the skills of mediation which means you can apply them immediately. The icing on the cake was to gain a Certificate in Mediation Skills which is accredited by the Mediators Institute of Ireland.

Mary Gilmartin, Lecturer, Institute of Technology, Sligo

“This course and the practical skills and knowledge gained has added greatly to my role. Addressing staffing issues, dealing with conflict situations and consulting and negotiating with trade union representatives are key aspects of my role and this course has proven invaluable in supporting and developing my knowledge and skills in this area.

Mary packed an incredible amount of learning into this short course and the course material and additional reading has added greatly to my understanding and appreciation of how to constructively approach conflict situations and support effective communications. Mary is an excellent facilitator and the group discussions and role plays provided us with the opportunity to put into practice the knowledge and skills learnt in supporting individuals and groups through difficult situations.”

Christine Mc Grath, Head of Human Resources, Kilkenny and Carlow ETB

“The Certified Mediation course surpassed my expectations. It was expertly delivered by Mary who had the ability to share her knowledge and experience in an informative, relaxed and humorous way. She offered great encouragement during the course, showing patience and understanding throughout. The role play, along with the analysis, was both challenging and enjoyable and a great way to practice and learn. The skills and understanding gained around conflict management have relevance in many aspects of life. This course has greatly impacted on me and I have gained valuable skills for both my personal and professional life which will remain with me. I would not hesitate to recommend this course”

Amanda Duffy HR Consultant

“When starting the course I was concerned that I would be unable to resist “jumping in” or “trying to direct” as this is what is expected in my professional life. However, with time, it became natural to actively listen to what was being said and began to recognise the person’s “interest” behind their stated position.

The small number in the class facilitated engagement and learning – no question was dismissed or considered unimportant. The course was intense, but the support given by Mary meant that while the bar was set high, it was always possible to succeed in the task set.

Since the course ended, I find that I am listening better in all situations and am conscious that people can find their best solutions and work out problems and I have been slower to offer solutions giving people every opportunity to explore their own ideas in full.

I would wholeheartedly recommend this training, and particularly our Tutor, Mary Rafferty, to anyone who is considering training to be a Mediator, it is a great launching-pad!”

Jane Boushell SIPTU Sector Organiser and Mediator

‘I attended the Mediation Training and my primary motivation was to improve my mediation and dispute resolution capabilities in work. I found the course to be extremely helpful in developing these skills and have already used them to good effect in both work and non-work environments.

What I really liked about the course was the use of role play to ensure that learning was ingrained. Mary’s considered style and thoughtful questions really made me think about how I approached problem solving. I have become much more effective at delegating and helping parties to come up with their own solutions to problems rather than always believing that I needed to do this.

I would strongly recommend this course, and Mary as teacher, to anyone wishing to develop problem solving and mediation skills that will help them in their work and personal life.

Tony Bridgeman, Programme Manager, Irish Water

'Mary is an outstanding facilitator who modelled excellent mediation skills throughout the course. She responded thoughtfully and comprehensively to participants' questions. She encouraged and challenged everyone to learn'

James O'Leary, Retired School Principal and Barrister

'After 35 years, I thought I'd got all the courses; this one has had a huge impact on me. As a Senior Business Partner in HR after being a line manager for 35 years, my inherited tendency was to "solutionise". This course with a tremendous Mediator, Mary Rafferty showed us how to get to get to heart of problems by using the mediation process. Others have noticed and so have I - subtle but necessary changes. I would recommend this programme to any manager – in the line or not. It will arm you with tools where staff will see your targets as theirs and it will extend the range of your success'

Ray Aherne, Senior Business Partner, Human Resources ESB Networks

'Mary was a fantastic trainer with a huge knowledge and a wealth of hands on experience. Role plays were a core part of the training and I got individual coaching and mentoring following each role play. I would highly recommend this course, I gained valuable skills that I can use in both my professional and personal life'

Lynn Mac Manus, Regional HR Manager, Musgrave Operating Partners Ireland

'The patience displayed and encouragement continually offered throughout was most welcome as was clearly the course content so well delivered. It will be of huge value to me in my legal work. Many thanks again-a really informative, beneficial and interesting 6 days'.

Gerry Lambe Solicitor

'Mary has an easy facilitative style, engaged participants while providing all required knowledge. Excellent use of role play along with practical application of skills and knowledge, really good facilitation skills from Mary'

David Muldoon, Head of Accreditation & Standards, National Learning Network

'Mediation is a key skill required within the HR function and for me it was about learning the key skills required, understanding the Legislation and procedures involved as a practising Mediator as a member of the MII. I loved every minute of the course with Mary, it was delivered in a practical and very interactive way, with a lot of roleplay scenarios, which became easier as I practiced the skills of Mediation. I would highly recommend this course.'

Catherine O'Rourke, Human Resources Manager, Castleknock Hotel

'Mary is excellent in her method of teaching, very tuned into the needs of each student and giving clear guidance and support. The role play was very helpful in understanding how knowledge is applied in practice'

Daniela Jurj, National Coordinator, Migrant Family Support Service

'Mary was a totally professional facilitator. She was a talented teacher, engaging, supportive, encouraging and light-hearted while at the same time ensuring that each individual developed as a competent mediator. Her attention to detail and to each individual was extremely impressive. She just made it all so easy, we hardly knew we were being challenged. I can recommend this programme and Mary as facilitator in the very highest terms and without reservation to all aspiring mediators'

Siobhan Quinn, Retired School Principal

Course Director and Lead Trainer Profile

Mary Rafferty, B.Ed., M.Sc., M.I.I. Advanced Member, Associate Certified Coach, ICF



Mary is an accredited Advanced Mediator, CINERGY® Certified Conflict Coach and Erickson Solution Focused qualified Coach. She also holds a Team Coaching certificate from Team Coaching Studio and has trained also in the Organisational and Relationship Systems team coaching model

Mary has worked in private practice as a Coach, Mediator and Trainer since 2006 in a wide range of organisations both private and public sector. Mary's work over the past 15 years has focused on supporting organisations in both public and private sectors to build high quality robust relationships in their teams and a culture of open and transparent communication.

Mary has been the Lead Trainer on an MII Approved Accredited Mediation Programme to Certified Level since 2009 and has guest lectured on other post graduate/masters programmes, among them the Law Society Diploma in Mediation and the Masters in Dispute Resolution Independent Colleges.

She has also delivered Certified Level Mediation training in-house to managers and staff in a number of organisations in Ireland e.g. Legal Services Regulatory Authority, Financial Services and Pensions Ombudsman's Offices, Sport Ireland, Irish Water, Senior Management in Portlinculla Hospital as well as the State Mediation Service in Iceland. Mary is also a member of the MII Approved Assessor Panel and is a qualified Mediation Supervisor.

Mary specialises in coaching for leaders and managers around building positive and resilient working relationships. She has designed a structured 8-step approach 'POISE NOW' to teach and coach leaders and managers to navigate 'difficult conversations' with greater clarity and confidence. Her eBook 'POISE NOW – Win-Win Conversations for Leaders and Managers' can be downloaded (free) [here](#)

Mary is a former Director of the Mediators' Institute of Ireland and former Director of the MII Accreditation Policy Committee, of which she is still an active member.

Mary holds an Honours Degree in Education, a Master's Degree with Distinction in Social Science and has attended a wide variety of specialised trainings in the field of team coaching and conflict resolution.

www.maryrafferty.ie

