

Consensio Training Guide 2016

Mediation and Conflict Resolution Courses



SONY

“Becoming a qualified Consensio Workplace Mediator was a life changing experience for me. This new skill set has helped in a number of work areas, not limited to mediation scenarios but also in my non-work life.”

**Head of Human Resources, UK & Ireland
Sony Europe Limited**



Welcome

Welcome to Consensio's Training Course Guide. It outlines our popular mediation and conflict management courses, which are all designed to equip you with the skills you need to successfully prevent, manage and resolve workplace conflict.

As the government continues to encourage workplaces to resolve conflict informally, many organisations are now training their staff members to mediate and nip conflict in the bud. Consensio was delighted to partner with the **Department for Business, Innovation and Skills (BIS)** on a ground-breaking government initiative to set up two regional mediation pilots in Cambridge and Manchester from 2012-2014.

We also work with some of the UK's most progressive organisations, including: the **BBC, British Gas, Bupa, Capgemini, Channel 4 Television, Net-a-Porter, Ogilvy, Sony, University of Cambridge, Westminster City Council, numerous NHS Trusts and Cancer Research UK.**

Consensio's **Accredited Workplace Mediation Certificate** continues to lead the way as the flagship course for aspiring mediators. Alongside this, our short courses are designed to upskill today's managers and leaders in conflict management strategies and often form part of our clients' management development programmes.

Our courses can be delivered either in-house throughout the UK or as public training sessions in central London.

Page 4

Our mediation courses

Page 8

Our conflict management courses

Page 10

Our taster events

Page 13

Why Consensio?


Page 15

Course reference guide

Our most popular mediation courses

Accredited Workplace Mediation Certificate

Accredited by the Open College Network (OCN), this is the benchmark course for in-house and consultant workplace mediators. Intensive, participatory and highly experiential, this course will enable delegates to confidently work as mediators in all types of workplace disputes.

-  Duration: 5 days (plus assessment)
-  Public course cost: £1,795 Advanced booking rate: £1,595
-  Course dates: See Course Reference Guide
-  This course is also available for in-house delivery







“This is an excellent course. The pace, content and knowledge of the trainers was spot-on, making it the most enjoyable, challenging and relevant course I’ve been on.”

**Head of HR Operations
Channel 4 Television**

All prices are quoted excluding VAT

Effective Workplace Mediation Skills for HR & Managers

An Institute of Leadership and Management Development Programme (ILM), this mediation skills course is aimed at HR professionals and managers who want to confidently address conflict at an early stage. Delegates will practice key mediation skills and explore effective conflict resolution techniques in a safe role play environment.

-  Duration: 2 days
-  Public course cost: £695 Advanced booking rate: £595
-  Course dates: See Course Reference Guide
-  This course is also available for in-house delivery



“The best course I’ve been on.
Expertly delivered by professionals
I had real confidence in.”

**Sally Thornton
Group Legal Manager, Bupa**



All prices are quoted excluding VAT

Advanced Workplace Mediation Skills

Accredited by the Open College Network (OCN), this course is designed for accredited workplace mediators who want to learn advanced techniques to deal with more complex mediation cases, including discrimination cases. The course builds on delegates' existing skills and enables them to be practiced in a supportive environment with abundant trainer feedback.



Duration: 2 days



Public course cost: £795 Advanced booking rate: £695



Course dates: See Course Reference Guide



This course is also available for in-house delivery

Team Mediation Skills

This course is specifically for delegates who are already accredited mediators and who want to learn how to resolve multi-party disputes. Consensio has designed a practical team mediation course, which gives delegates a framework to facilitate and resolve team conflicts, in small or large teams.



Duration: 2 or 3 days



This course is also available for in-house delivery



“Despite being an experienced mediator, I realised there were areas of my practice that needed to be polished, and this course helped me to identify areas where improvements and/or changes were required. I particularly enjoyed the format of the course and the professional manner in which the trainers responded to my needs and those of other delegates.”

National Mediation Lead, EEF Ltd.



“I am not sure how Consensio do it, but the training stretches and develops your knowledge and confidence without making you feel at any time pressurised or uncomfortable. They give you an opportunity to learn and develop your skills – much as a good mediator will do.”

Senior Manager, Westminster City Council



Our most popular conflict management courses

Conflict Resolution Skills for Managers

An Institute of Leadership and Management Development Programme (ILM), this is an intensive introductory conflict management course aimed at managers who want to learn practical skills to informally prevent, manage and resolve workplace issues. The course covers key elements of effective conflict management and can be offered in modular format as part of an in-house management development programme.



Duration: Half day, 1 or 2 days



This course is only available for in-house delivery



ipcc

“Consensio has delivered this course for many of our managers, which has helped to change the way they perceive conflict and given them the confidence to approach issues more constructively.”

**Human Resources Director,
Independent Police Complaints Commission**

How to Make “Difficult” Conversations Easier

All managers have to have “difficult” conversations. With so many organisations facing constant change, the need for these challenging conversations has inevitably increased. An ILM Development Programme, this course will provide delegates with a framework to manage these exchanges, and teach them the art of giving and receiving constructive feedback.



Duration: Half day or 1 day



This course is only available for in-house delivery



“This was an excellent course.
I particularly liked the style of the trainers
and how they worked together.”
Learning and Development Manager, Cancer Research UK



Taster Events

Live Mediation Workshop

This workshop is designed in the format of an open forum theatre. Delegates will have the opportunity to observe an experienced Consensio mediator do a mock mediation to bring to life what happens during the process. The workshop will be interactive - delegates can pause for questions and explanations, and there will be plenty of opportunity for group exercises and discussion.



Duration: Half day or 1 day



This course is only available for in-house delivery



“The facilitation of the workshop was extremely knowledgeable and very practical – not just text book stuff, but real life experience and examples.
I really feel better equipped.”

**Director, Department of Traditional Knowledge
& Global Challenges, WIPO, United Nations**

Mediation Master Class

Our master class is designed specifically for staff members who act in an advisory capacity within their organisation, e.g. HR, Employee reps and managers. It will give a comprehensive overview of mediation, the mediation referral process, and the types of cases suitable for this intervention. It is an interactive class that includes an explanation of the mediation process and a mediation demonstration.



Duration: 2 hour session or half day



This course is only available for in-house delivery

How to Set Up an In-House Mediation Scheme

For many organisations, training accredited mediators runs concurrently with setting up an in-house mediation scheme. This workshop will give a comprehensive overview of the steps you need to consider to create an effective and sustainable in-house mediation scheme, including how to embed mediation into your organisational policies and how to raise awareness of mediation with all your key stakeholders.



Duration: Half day or 1 day



This course is only available for in-house delivery



“This course was really useful in giving us valuable tips to set up an in-house mediation scheme. We now have a cost-effective, responsive and sustainable mediation service.”

Programme Manager, NHS North West

Complimentary Mediation Seminars

Consensio's taster events are aimed at delegates interested in learning more about mediation and cover a range of topics, including:

- The business case for mediation
- Measuring the cost of conflict
- The changing context of mediation in the UK
- The mediation process
- A live mediation demonstration
- How to embed mediation into your organisation



Duration: 2 hour session or half day



Course dates: See Course Reference Guide



This seminar is also available for in-house delivery



"I have attended a number of mediation seminars, but this has been the most sharply focused and professional. Thank you."

**Employment Law Specialist
Kingston University**

Why Consensio?

Consensio is one of the UK's leading providers of mediation and conflict management services.

Our clients span the private, public and third sectors, and include: **the BBC, British Gas, Capgemini, Channel 4 Television, Department for Business, Innovation and Skills (BIS), Net-A-Porter, Ogilvy, Rank Group, Sony, Independent Police Complaints Commission, numerous NHS Trusts, University of Cambridge, Westminster City Council, Amnesty International and Cancer Research UK.**

The feedback we receive from our clients focuses on the quality of the services we deliver, the experience and enthusiasm we bring to our work, and the unparalleled standard of our service delivery.

Consensio is a registered provider with the **Civil Mediation Council**.



"Great course and friendly environment where we all learned together. The skills I gained have been transferable to many aspects of my role."

Team Manager, British Gas

About our courses

Consensio's training philosophy is based on current research and practice. Our trainers bring a wealth of experience, expertise and enthusiasm to their work, and they will share with you their real life stories of effective conflict management in a safe, respectful and encouraging learning environment.

Our courses are challenging, accessible, inclusive and fun. The skills learned are practical and transferable and they will benefit you at work and beyond.

The delivery of our in-house courses will always be tailor-made to suit the requirements and culture of our clients.



"Consensio was knowledgeable and flexible in its course delivery. Their support included helping us scope our internal policy, documentation and processes.

It's great to work with people that are experts in their field, genuinely nice people who are prepared to help in any way that they can."

**Head of Learning and Development
The Rank Group Plc**

Course Reference Guide 2016

Duration	Public Course Rate	Advanced Booking Rate*	2016 Public Course Dates
ACCREDITED WORKPLACE MEDIATION CERTIFICATE			
5 days + assessment	£1,795 (plus VAT)	£1,595 (plus VAT)	12-14 & 26-28 January 2016 1-3 & 15-17 March 2016 10-12 & 24-26 May 2016 5-7 & 19-21 July 2016 15-19 August 2016 13-15 & 27-29 September 2016 8-10 & 22-24 November 2016
EFFECTIVE WORKPLACE MEDIATION SKILLS FOR HR AND MANAGERS			
2 days	£695 (plus VAT)	£595 (plus VAT)	8 & 9 March 2016 6 & 7 September 2016
ADVANCED WORKPLACE MEDIATION SKILLS			
2 days	£795 (plus VAT)	£695 (plus VAT)	20 & 21 January 2016 18 & 19 October 2016
TEAM MEDIATION SKILLS			
2 days	£795 (plus VAT)	£695 (plus VAT)	23 & 24 February 2016 4 & 5 October 2016
CONFLICT RESOLUTION SKILLS FOR MANAGERS			
Half a day – 1 day	N/A	N/A	Only available for in-house delivery
HOW TO MAKE "DIFFICULT" CONVERSATIONS EASIER			
1 day	N/A	N/A	Only available for in-house delivery
LIVE MEDIATION WORKSHOP			
Half a day – 1 day	N/A	N/A	Only available for in-house delivery
MEDIATION MASTER CLASSES			
2 hours – Half a day	N/A	N/A	Only available for in-house delivery
HOW TO SET UP AN IN-HOUSE MEDIATION SCHEME			
Half a day – 1 day	N/A	N/A	Only available for in-house delivery
COMPLIMENTARY MEDIATION SEMINARS			
Half day	Complimentary	Complimentary	19 January 2016 15 March 2016 24 May 2016 12 July 2016 20 September 2016 22 November 2016

*Advanced booking rate applies if payment is received 2 months before the course starts.

For further information or enquiries to any of our services,
please contact Consensio:

Telephone

020 7831 0254

Email

info@consensiopartners.co.uk

Visit

www.consensiopartners.co.uk

