

# Consensio Training Guide 2020

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, 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 initiative with the UK government to set up two regional mediation pilots in Cambridge and Manchester.

Since Consensio was founded in 2007, we have worked with some of the UK's most progressive organisations, including: **American Express, BBC, British Gas, Bupa, Cancer Research, Capgemini, Gatwick Airport, Independent Office for Police Conduct, Lloyd's of London, Nespresso, Net-a-Porter, NHS Trusts, Ogilvy, Rank Group, Sony, Unicef, University of Cambridge, Virgin Trains, Westminster City Council** and **World Wildlife Fund**.

Consensio's **Accredited Workplace Mediation Certificate** continues to lead the way as the UK's 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.

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## 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 only 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**

## Courageous Workplace Conversations

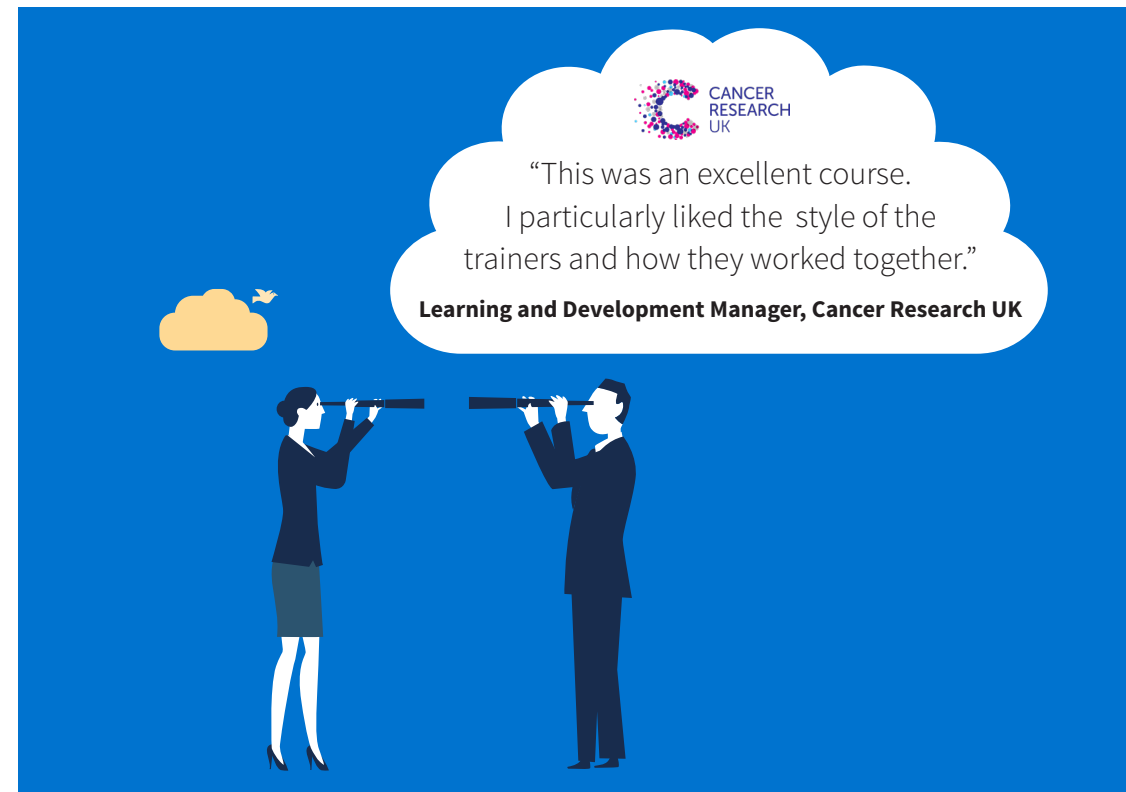
All managers need to have courageous workplace conversations. With so many organisations facing constant change and more complex interpersonal conflict, the need for these conversations is paramount. This course will provide delegates with a framework to manage these exchanges with empathy, skill and confidence.

Duration: Half day or 1 day

Public course cost: £150 Introductory Offer

Course dates: See Course Reference Guide

This course is also available for in-house delivery



# 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



Course dates: See Course Reference Guide



This course is also 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: **American Express, BBC, British Gas, Bupa, Cancer Research, Capgemini, Gatwick Airport, Independent Office for Police Conduct, Lloyd's of London, Nespresso, Net-a-Porter, NHS Trusts, Ogilvy, Rank Group, Sony, Unicef, University of Cambridge, Virgin Trains, Westminster City Council and World Wildlife Fund.**

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 2020

| Duration  | Public Course Rate                   | Advanced Booking Rate*                   | 2020 Public Course Dates  |
|---|--------------------------------------|--|---|
| <b>ACCREDITED WORKPLACE MEDIATION CERTIFICATE</b>               |                                      |  |   |
| 5 days + assessment   | £1,795 (plus VAT)                    | £1,595 (plus VAT)                        | 14-16 January & 28-30 January<br>10-12 March & 24-26 March<br>19-21 May & 2-4 June<br>14-16 July & 28-30 July<br>10-14 August<br>15-17 & 29-30 September & 1 October<br>10-12 November & 24-26 November |
| <b>EFFECTIVE WORKPLACE MEDIATION SKILLS FOR HR AND MANAGERS</b> |                                      |  |   |
| 2 days  | £695 (plus VAT)                      | £595 (plus VAT)                          | 10 & 11 March<br>15 & 16 September  |
| <b>ADVANCED WORKPLACE MEDIATION SKILLS</b>                      |                                      |  |   |
| 2 days  | £795 (plus VAT)                      | £695 (plus VAT)                          | 31 March & 1 April<br>27 & 28 October   |
| <b>TEAM MEDIATION SKILLS</b>                                    |                                      |  |   |
| 2 days  | N/A                                  | N/A                                      | Only available for in-house delivery  |
| <b>CONFLICT RESOLUTION SKILLS FOR MANAGERS</b>                  |                                      |  |   |
| Half day – 1 day  | N/A                                  | N/A                                      | Only available for in-house delivery  |
| <b>COURAGEOUS WORKPLACE CONVERSATIONS</b>                       |                                      |  |   |
| Half day  | £150 (plus VAT)                      | Introductory Offer                       | 26 February<br>17 June<br>14 October  |
| <b>LIVE MEDIATION WORKSHOP</b>                                  |                                      |  |   |
| Half day – 1 day  | Please contact us to discuss pricing |  | 12 February<br>4 November   |
| <b>MEDIATION MASTER CLASSES</b>                                 |                                      |  |   |
| 2 hours – Half a day  | N/A                                  | N/A Only available for in-house delivery |   |
| <b>HOW TO SET UP AN IN-HOUSE MEDIATION SCHEME</b>               |                                      |  |   |
| Half day – 1 day  | N/A                                  | N/A                                      | Only available for in-house delivery  |
| <b>COMPLIMENTARY SEMINARS</b>                                   |                                      |  |   |
| Half day  | Complimentary                        | Complimentary                            | 22 January<br>25 March<br>13 May<br>1 July<br>23 September<br>18 November   |

\*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](mailto:info@consensiopartners.co.uk)**

Visit

**[www.consensiopartners.co.uk](http://www.consensiopartners.co.uk)**

