

A practical qualification  
from The At Work Partnership

# qualification



## Certificate in Mediation Skills for OH Professionals

**23 – 25 January 2012**  
**Central London**

This three-day course is specifically designed to train occupational health professionals in using mediation skills in the workplace. A lively blend of theoretical and practical learning, the course will focus on developing mediation skills and strategies, and learning how to integrate these into your daily occupational health practice.

**This degree-level module is accredited by Glasgow Caledonian University.**

Successful completion of academic requirements will confer 20 points at Scottish Credit Qualifications Framework Level 10



**CPD:**

FOM: 17 ¾ points  
Self-accreditation schemes: 17 ¾ hours

An important qualification  
from The At Work  
Partnership



### The course is designed to enable you to:

- > identify the skills and strategies used by mediators
- > understand the benefits of a mediated approach
- > practise the skills and strategies used by mediators
- > incorporate these skills and strategies into the day-to-day working practice of the OH professional

### Delegates at our previous course said:

“Very enjoyable and thought provoking interactive training course. Definitely recommended to OH and other people in caring profession.”

*Mary-Jane Robinson, OH Nurse Manager, University of Cambridge*

“Gave me an understanding of the place of mediation in OH and skills that I can apply in my role as an OH Physician”

*Dr Steven Malleson, Independent OH Consultant, Malleson OH Consultancy*

“Informative, educational, very interesting, useable, applicable. Overall process was fun and professional”

*Mr Neal Gething, Clinical Occupational Psychologist, Central London Community Healthcare*



# Certificate in Mediation Skills for OH Professionals

## What are the benefits of workplace mediation to your OH practice?

Workplace mediation has been identified as a core skill, ahead even of medical knowledge, for practitioners responsible for coordinating return-to-work programmes (Shaw et al., 2008). Waddell and Burton (2004) state that a lack of communication between the worker, health professional and employer 'is one of the most commonly identified obstacles to rehabilitation and return to work and it is also likely to compound other obstacles'.

This new course from **The At Work Partnership** is designed to provide OH professionals with the requisite knowledge and practical mediation skills that they can use in their everyday practice.

### The focus of the course will be on:

- 1 identifying the skills and strategies used by mediators
- 2 understanding the benefits of a mediated approach
- 3 practising the skills and strategies used by mediators
- 4 understanding how these skills and strategies can be incorporated into the daily working practice of the OH professional

The mediation skills learnt will be of great value to OH professionals and to their organisations. Improved communication and listening skills will result in more effective management of both one-to-one consultations and interviews with clients/patients, and of group meetings and case conferences. These skills should also prove of particular benefit in absence management cases, where relationship or communication problems are leading to absence or hampering a return to work. The knowledge and skills learnt will be useful in helping to restore working relationships, resulting in long-term benefits to the organisation.

Shaw W, et al. *Journal of Occupational Rehabilitation* 2008; 18(1): 2-15.  
Waddell G, Burton AK. *Concepts of rehabilitation for the management of common health problems*. London: TSO, 2004.

### How will attending this course benefit you?

#### Attending this course will be enable you to:

- > Understand the principles and practice of mediation and apply these to your own area of occupational health work
- > Explore and practice a range of mediation skills and strategies and be able to apply these appropriately and effectively in the workplace
- > Analyse the concept of conflict, why it happens and how it escalates, and its affect on short- and long-term absence and delayed return to work
- > Explore individual responses to conflict and know how to make interventions appropriate to the situation
- > Recognise the circumstances under which referral to a professional mediator may be appropriate

#### The course will focus on developing your practical skills, enabling you to:

- > Enhance your listening and communication skills to help you to conduct more effective interviews and discussions with clients/patients in your day-to-day OH practice
- > Enable employees to identify the real problems that may be causing or prolonging their absence and to help them to think through solutions to overcome these
- > Handle conflict situations and difficult conversations with greater confidence
- > Build and maintain successful relationships at work, both within the OH department, and across departments, to assist you in your everyday work, and in times of organisational change

## Course format, dates, teaching methods and assessment

The course will take place over three consecutive days from 23 – 25 January 2012.

	Registration	Course commences	Course finishes
Day 1 Monday 23 January 2012	9.45am	10.00am	5.00pm
Day 2 Tuesday 24 January 2012	8.45am	9.00am	4.30pm
Day 3 Wednesday 25 January 2012	8.45am	9.00am	4.00pm

### Who is the course designed for?

The course is designed for occupational health professionals, and other professionals working in an OH setting, or with responsibility for OH issues. There are no pre-entry requirements.

### Teaching methods

The course is highly participatory and much of the learning will

be delivered through experiential learning and practise.

Tutor-led demonstrations will showcase key mediation skills in action and delegates will then practise these skills in pairs and small groups using real-life case studies. Delegates will receive both peer and tutor feedback and learning will be reinforced through personal reflection, group debrief and general discussion.

### Post-course work and assessment

In order to qualify for the *Certificate in Mediation Skills for OH Professionals*, in the three months following the course, students will need to:

- > develop a reflective learning log, detailing their experiences of applying their new mediation skills in practice
- > undertake a 3,500-word written assignment demonstrating their understanding of mediation and the role it can play in occupational health

## Programme

### Monday 23 January 2012

The first day provides a general introduction to the principles, processes and practice of mediation and an opportunity to see mediation in action.

#### Topics covered include:

- > Understanding conflict – the causes of conflict, how we react to conflict and how conflict escalates
- > The wider context for mediation
- > Understanding mediation – the process and the core principles and the relevance of these to your daily OH work
- > A demonstration of mediation in action

#### At the end of Day One, you will be able to:

- > Recognise the early warning signs of conflict and understand how and why people react as they do
- > Understand how the use of the mediation process and principles might apply in your role at work
- > Identify the core skills that mediators use
- > Describe the difference between a 'traditional' and a 'mediated' approach to a client/patient interview

### Tuesday 24 January 2012

The second day looks in detail at the communication skills and strategies that mediators use and provides the opportunity for you to practise these skills using OH specific case scenarios.

#### Topics covered include:

- > Communication skills: active listening; rapport building; non-verbal communication; empathy
- > Advanced communication skills: reframing; dealing with emotion
- > Getting to the root of the problem
- > Impartiality and overcoming prejudice
- > Facilitation, negotiation and influencing skills

#### By the end of Day Two, you will have practised a range of communication skills, in order to:

- Understand how to help clients move from entrenched positions
- Remain impartial and understand the benefits of doing so
- Help others to identify and clarify for themselves the 'real' problem and how best they can go about resolving it

### Wednesday 25 January 2012

The final day of the course looks at strategies and techniques for problem solving and examines how mediation techniques can be used when managing group meetings (eg. case management meetings).

#### Topics covered include:

- > Techniques for joint problem solving
- > Mediation skills, principles and process in joint meetings
- > Mediation do's and don'ts
- > When referral to formal mediation might be appropriate

#### By the end of Day Three, you will be able to:

- > Understand principled negotiation and know how to encourage a collaborative approach to problem solving
- > Apply mediation techniques to an OH case management conference
- > Understand how to assess whether external mediation intervention may be appropriate

## About our expert tutor

### Carolyn Graham

Carolyn first trained as a mediator with CEDR (Centre for Effective Dispute Resolution) in 2002 and since then has mediated a wide range of commercial, employment and workplace disputes across the private, charitable and public sectors including several within the NHS. She works as an independent trainer, and as a training consultant with Consensio and regularly delivers bespoke, in-house training in mediation and dispute resolution.

In conjunction with **The At Work Partnership**, Carolyn specifically designed this new, practical qualification to meet the needs of OH professionals, tailoring the content to address specific OH issues.

Carolyn is on the mediation panels of CEDR, ADR Chambers, EDSL, Consensio and the Association of Cambridge Mediators and is a member of the CMC Outreach Committee and of the CMC Independent Consultation Group.

## About the At Work Partnership

**The At Work Partnership** provides specialist professional development courses on occupational health issues. We run three other highly regarded training courses. The *Certificate in Occupational Health Law* which is also accredited by Glasgow Caledonian University, and the *Certificate in Managing OH Services* and the *Certificate in Cognitive Behavioural Therapy Skills for OH Professionals* which are run with the support of Brunel University Business School.

In addition, The At Work Partnership conducts in-depth research studies, and in 2007/08, together with IES, carried out an initial scoping study looking at mediation, funded by UNUM. This looked at developing an early mediation intervention model to improve the relationship between employers and employees in cases where an employee's sickness absence is at risk of becoming long term.

**The At Work Partnership** also publishes the journal *Occupational Health [at Work]*.

## Feedback from the previous course

The first *Certificate in Mediation Skills for OH Professionals* was run in December 2010, and achieved a 100% satisfaction rating in meeting delegates pre-course expectations. Here are a few of the comments that delegate made:

*"The best training I have attended for sometime"*

*"Excellent course. It would be very beneficial if each organisation or company had at least one employee who passes this course"*

*"Authoritative course leader, excellent interaction"*

*"Good guidance by tutor. Always well informed and dealt with everyone equally and respectfully"*

Since the course, we have had very positive feedback from delegates who are using their new mediation skills successfully in their day-to-day practice.

**If you are looking for authoritative training to develop mediation skills for your OH practice, then look no further!**

# Booking Form

## Certificate in Mediation Skills for OH Professionals

23 – 25 January 2012, London

A B C D E F

Please book places for \_\_\_\_\_ delegate(s), at the rate of:

**Early bird rate:** for bookings paid **before** 30 November 2011

£1099 + VAT (£1318.80) per delegate or

£999 + VAT (£1198.80) per delegate, reduced rate for NHS delegates

**Main rate:** for bookings paid **after** 30 November 2011

£1299 + VAT (£1558.80) per delegate or

£1199 + VAT (£1438.80) per delegate, reduced rate for NHS delegates

### Delegate details

Title \_\_\_\_\_ First name \_\_\_\_\_ Surname \_\_\_\_\_

Main e-mail address \_\_\_\_\_

Preferred e-mail address for information about course work \_\_\_\_\_

Date of birth \_\_\_\_\_ Gender  M  F Position \_\_\_\_\_

Organisation \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Tel \_\_\_\_\_ Fax \_\_\_\_\_

VAT no (for overseas bookings only) \_\_\_\_\_

### Registration with Glasgow Caledonian University (GCU)

Your contact details, as set out on this booking form will be automatically forwarded to GCU, in order that they can begin the process of setting you up on their system. If you do NOT want your contact details sent to GCU, please tick here

### Cancellation and transfer policy

For cancellations received in writing 28 days or more before the course commences, we will provide a refund, less a 10% cancellation fee. If the cancellation is received less than 28 days before the course start date, no refund will be made. At any time before the course commences, we will accept an alternative delegate from your organisation. Refunds are not available to delegates who fail to attend after confirming a booking. Transfers to future Certificate in Mediation Skills for OH Professionals courses can be arranged up to 28 days prior to the start date of the course booked, subject to a £75 administration fee. It will not be possible to accommodate transfer requests received less than 28 days before the start date of the course.

I have read and agree to the cancellation terms: Authorised signature \_\_\_\_\_

*(This booking is not valid unless signed)*

### Administration

#### Venue

GCU London Training Centre, 40 Fashion Street, Spitalfields, London E1 6PX  
This newly refurbished training centre is part of GCU's flagship London headquarters. The course fee includes lunch, documentation and refreshments.

#### Attendance requirements

Delegates must attend the full course in order to undertake the assignment and gain the Certificate.

#### Booking procedure

Due to high levels of interest in this course, we recommend the following procedure for bookings:

1. Please call us on 0845 017 6986 to reserve a no-obligation provisional place.
2. If places are available, we will hold a provisional place for you for a maximum of 30 days. In order to guarantee your place, please send us your booking form with payment within these 30 days.
3. If an invoice is required, in order to guarantee your place, payment must be received by the invoiced due date (within 30 days).

**Your place on this course cannot be guaranteed until payment has been received.**

#### Course administration details

Please contact us if you do not receive written confirmation of your booking within two weeks of making the reservation. Details of the venue, a map and any final information will be sent to paid delegates approximately four weeks before the course. If you have not received these two weeks before the event, please telephone 0845 017 6986, or e-mail: [conferences@atworkpartnership.co.uk](mailto:conferences@atworkpartnership.co.uk)

#### Payment information

Course price: £1299 + VAT per delegate (or £1199 + VAT for delegates from the NHS). Bookings made and paid by 30/11/12 will be charged at the Early Bird Rate of £1099 + VAT per delegate (or £999 + VAT for delegates from the NHS). Bookings made before 30/11/12, but not paid by this date, will be charged at the higher main rate.

#### Payment can be made:

- By cheque – payable to The At Work Partnership Ltd
- By BACS – Please contact us for our bank details
- By credit card – Expiry date \_\_\_\_/\_\_\_\_ 3 digit security no. \_\_\_\_\_

Card No. \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Please note we are sorry but we do not accept AMEX

#### Special requirements

If you have any special needs, please let us know in advance and we will be delighted to try and help.

#### Hotel accommodation

Hotel accommodation at preferential rates can be arranged through Venuehunt. Tel: 01722 500675. Online: [www.venuehunt.co.uk](http://www.venuehunt.co.uk)

In order to process this booking, your details will be held on our system. We would like to keep you informed of future relevant events and information from **The At Work Partnership** by post, phone, fax or e-mail. Please contact us if you do not want to be kept up to date with this information.

© The At Work Partnership 2011/12

**This programme was correct at time of going to press. In unavoidable circumstances, we reserve the right to change or cancel this event.**

12/11

**BOOK NOW** and return your completed form to:

**Post:** The Registration Secretary, The At Work Partnership Ltd, 3 Woodfield Way, Bounds Green, London N11 2NP

**Telephone:** 0845 017 6986 **e-mail:** [conferences@atworkpartnership.co.uk](mailto:conferences@atworkpartnership.co.uk) **Fax:** 020 8275 8469

Visit our website at [www.atworkpartnership.co.uk](http://www.atworkpartnership.co.uk)