

ACCREDITED MEDIATOR TRAINING

AN INTERNATIONALLY CERTIFIED COURSE IN
WORKPLACE MEDIATION

A 60 HOUR PROGRAMME, PROVIDED BY


POLARIS
HUMAN RESOURCES

IN ASSOCIATION WITH



THE INTERNATIONAL CENTER
FOR DISPUTE RESOLUTION & LEADERSHIP
AT SULLIVAN UNIVERSITY



WHAT IS MEDIATION?

Mediation is a process by which an impartial third party, the Mediator, assists people who are in dispute or conflict with each other to explore and understand their differences and, if possible, to help the parties resolve/settle their dispute. Mediation is an efficient and cost effective way of resolving conflict, enabling the parties in a dispute to achieve a fair and mutually acceptable outcome. The process can also serve to enhance the working relationship of the parties. Mediation is a confidential procedure in which a clear and effective process is agreed by the parties and facilitated by a mediator.

THE MEDIATOR

The Mediator is a skilled, neutral person who acts as a facilitator, to help all the parties involved. Mediators are individuals who are specially trained and experienced in conflict resolution skills and techniques. As a mediator you will be trained to provide a structured and safe process, which enables the parties to exchange information, emotion, and positions, and mutually consider options which may satisfy all relevant needs.

THE TRAINING PROGRAMME

The training programme offered by Polaris HR is accredited by the International Center for Dispute Resolution and Leadership (ICDRL) at Sullivan University, Louisville, Kentucky. The ICDRL is an academic partner with the Federal Mediation and Conciliation Service and is an internationally recognised programme in mediation. The programme meets with the Mediator's Institute of Ireland (MII) membership standards.

The programme is 60 hours in duration with over 40 hours of tutor led instruction. Participants will be given pre course material on CD, with access to online support, and ongoing advice from our team at Polaris HR. After the training Polaris HR will continue to support mediators through our innovative online support and regular information updates. This makes it the most accessible and best supported mediation training on offer in Ireland. It is a skills based programme, where participants will receive extensive mediation training and will practice the application of the skills involved.

WHY TAKE THIS COURSE?

On successful completion of this programme you will gain international certification and you will be credentialed to provide professional mediation services as an alternative to litigation, or to the more traditional methods of resolving conflict in the workplace. This programme therefore provides you with an opportunity to take the first steps in becoming a professional mediator.

WHO IS THE COURSE FOR?

The programme of training is suitable for a wide range of people including:

- Human Resources (HR) Practitioners
- Bullying & Harassment Officers
- Equality & Diversity Specialists
- Complaints Managers
- Trade Union Representatives
- Customer Service Representatives
- HR Consultants
- Workplace Facilitators

ASSESSMENT & ACCREDITATION

Successful completion of a number of 'Learning Outcomes' on the course leads to the award of an internationally recognised Mediator Certificate of Accreditation. Full attendance and assessment of your mediation skills and knowledge is required in order to be awarded the qualification. There is a requirement for some work in addition to the contact hours in the course, and we provide ongoing support to help you complete this.

The course is accredited by the ICDRL, an academic partner with the Federal Mediation and Conciliation Services in the United States. The programme also complies with the Mediators Institute of Ireland standards.

Our programme is externally validated by the ICDRL and is overseen by Tony Belak, Executive Director of the ICDRL.

Accreditation is based on the assessments during the last module. Participants must also complete a written assignment within three weeks of completing the programme. The Mediator Certificate of Accreditation is awarded to participants who demonstrate the required level of competence to achieve the status of ICDRL Credentialed Mediator. Those who do not achieve accreditation will be provided with a further opportunity to be re-assessed.

THE TRAINERS

The training is facilitated by Gerry Rooney, and Ray Flaherty, directors with Polaris HR Ltd. Gerry and Ray are qualified Mediator trainers, and advanced workplace Mediation practitioners, and members of the MII.

As an experienced workplace Mediator, Gerry is a member of the Association of Conflict Resolution and an Advanced Practitioner in Workplace Mediation with the ICDRL. In addition, he is on the MII panel of mediators for the Civil Liability Act and the Equality Authority's national panel of Equality Auditors. Gerry holds an MSc in HRD, is a Chartered member of the IPD and is an experienced HR and IR consultant, providing workplace mediation for a variety of organisations in both the public and private sectors in Ireland. He also presents workshops on workplace conflict resolution in both the US and Ireland.



Ray is a qualified Mediator who has many years of experience dealing with conflict and its impact in the workplace. Ray has conducted mediations in a wide variety of organisations in both the public and private sector. He is an Advanced Practitioner in Workplace Mediation with the ICDRL and is on the panel of mediators for the Private Residential Tenancies Board. Ray has almost 20 years experience in Human Resources both as a senior HR Manager in industry and as a Consultant specialising in employee relations. He holds a BA and an MSc in Organisation Behaviour.

PUBLIC OR IN-HOUSE COURSES

Our 60-hour accredited programme runs at a number of venues throughout Ireland, at various times of the year. Details of scheduled courses will have been provided with this leaflet, are available from our web site, or can be confirmed by contacting our Dublin or Galway Office.

We also provide the Mediation Practitioner's Certificate as an in-house training programme. For further information on this option please contact our Dublin or Galway office.

BOOKING DETAILS

Programme fee: €2,100, including course materials, assessment and certification.

Please post or email your booking form together with a (non-refundable) fee of €150 or a purchase order to:

Polaris HR Ltd,
60 Main St,
Applewood Village,
Swords,
Co. Dublin.

Tel: 01-890 4849
Fax: 01-890 4847
Email: info@polarishr.com
Web: www.polarishr.com

Tí Phuiriséil,
Bearna,
Co. Galway.

Tel: 091-591 633
091-591 899

Please complete in **BLOCK CAPITALS**

Name:..... Position:.....

Name of Organisation:

Address:.....

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Telephone: Mobile:.....

Email: Fax:.....