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Contribute to Collaborate

SMN publishes Collaborate monthly, and we encourage you to contribute.

For submission guidelines contact Toni Freitas at:

collaborate@scottishmediation.org.uk

The submission deadline for the next issue is: **Friday 22nd February.**

The Scottish Mediation Network has as its purpose the promotion of mediation of all forms in Scotland. We believe that mediation is an underused option. SMN's longer-term vision is to embed mediation in to the way conflicts of all kinds are resolved in Scotland.

European Mediation Conference 2008: Early Booking Discount Extended!

**European Mediation Conference 2008
Building Relationships & Getting Results
10 to 12 April 2008
Waterfront Hall, Belfast, Northern Ireland
www.mediationconference.eu**

Due to increased demand, the Early Booking discount has been extended for the European Mediation Conference: Building Relationships and Getting Results. If you haven't booked, then do so **before 15 February 2008** and the Early Booking discount will be applied to your booking. This is a savings of £60, approximately €80.

What are you waiting for? There are now over 240 people registered for the conference, from 25 countries. Join us in Belfast for the conference not to miss in 2008! Go to the conference website www.mediationconference.eu to book a place now.

Since we last reported, several keynote speakers have been added to the conference programme.

Martti Ahtisaari is the Special Envoy of the Secretary-General of the United Nations for the future status process for Kosovo. Mr. Ahtisaari the elected President of the Republic of Finland from February 1994 until February 2000. Upon leaving office, Mr. Ahtisaari founded the Crisis Management Initiative, where he is the Chairman of the Board. In 2007 Mr. Ahtisaari became a member of an Independent Consultative Group on the Past seeking a consensus in Northern Ireland on how to best deal with the legacy of the past.

Machteld Pel is the Director of the Netherlands Court-Annexed Mediation Agency. Judge Pel was instrumental in starting and supervising the court annexed-mediation project in the Netherlands and is now supervising the implementation and consolidation of the referring faculty in all the courts in the Netherlands. She has designed different courses for judges and lawyers on ADR. She is also supervising the monitoring of the results of the referral system. She has been an Appellate Court judge and vice-president (commercial and family cases) for 20 years. Machteld Pel is an arbitrator and a qualified mediator and mediator-trainer.

Antonia Potter has expertise across a range of humanitarian, development, peace-making and peace-building issues, most recently specialising in women and gender in tracks one and two diplomacy for



peace-making. Educated at Oxford and the London School of Economics, she has worked in Afghanistan, Cambodia, East Timor, Geneva, India, New York and now Indonesia for organisations including Save the Children, Concern Worldwide, the Centre for Humanitarian Dialogue and Médecins du Monde. Her publications include 'We the Women: Why Conflict Mediation is not just a Job for Men', (HD Opinion, October 2005) and, in the upcoming edition (April 2008) of *Contemporary Peacemaking* (Darby and McGinty Eds, Macmillan) 'Women, gender and peace-making in civil wars'.

For complete information on keynote speakers, conference programme, hotels, travel information, and more, go to the [conference website](http://www.mediationconference.eu).

FOR THOSE IN SCOTLAND

Glasgow Prestwick is the only airport in Scotland served by its own railway station which is accessible by a covered walkway to/from the airport. For the first six months of any new route all passengers are entitled to **free rail travel to/from Glasgow Prestwick Airport**. The rail travel is only applicable on the days that you travel to and from the airport. You can only use the free offer outwith this time if there are no trains from your designated station on your day of travel to the airport.

The new RyanAir Belfast City route currently qualifies for the free rail offer! (from 30 October 07 to 30 April 2008). To get your free travel tickets, produce your original flight confirmation at a First ScotRail Booking Office or the airport's information desk where you'll be issued with a **FREE travel voucher to anywhere in Scotland**. For complete details, [click here](#).

The secretariat office for the European Mediation Conference 2008 is there to help. They will be pleased to answer any questions you may have about any aspect of the conference, about Belfast or how to get here. The office is open Monday to Friday from 9.00 to 17.00 GMT. The best way to contact them is by email: office@mediationconference.eu. Telephone: +44 (0)28 9023 5001.

New Independent Legal Complaints Handling Body

Justice Secretary Kenny MacAskill MSP recently announced the appointment of Jane Irvine to chair the Scottish Legal Complaints Commission (SLCC), the new independent legal complaints handling body. Jane Irvine is currently the Scottish Legal Services Ombudsman.

Mr MacAskill also announced Alan Paterson, David Smith, Margaret Scanlan and David Chaplin as lawyer members and Douglas Watson, Linda Pollock, George Irving and Ian Gordon as non-lawyer members of the Commission.

The SLCC will be a new, independent, complaints handling body which will receive and deal with complaints which could not be resolved at source. The Commission will be located in Edinburgh and is expected to be operational in October 2008.

Jane Irvine said, "This new Scottish Commission is an important body. It will provide a modern system for resolving complaints about legal services that both the profession and public can have confidence in. I am delighted to have been appointed with such a strong group of commissioners who bring with them a diverse and exceptional range of skills and experience."

Jane Irvine has been the Scottish Legal Services Ombudsman since April 2006. She is a specialist in consumer complaints having held a number of positions as a mediator, arbitrator and adjudicator of consumer complaints. Between 2001-05 she was HM Lay Inspector of Constabulary considering handling of complaints against the police in Scotland. She has sat on a range of disciplinary tribunals and currently sits on the Discipline Board of the Institute of Actuaries.



Newly appointed Chair to Scottish Legal Complaints Commission, Jane Irvine.

Re-Launch of Website for International Coalition of Concerned Mediators

The International Coalition of Concerned Mediators (ICCM) is re-launching a new and improved website with a host of new functions and exciting opportunities. Go to www.concernedmediators.org to see the new look.

ICCM is a global project that encourages competent direct negotiations between nations, organizations and community groups; and encourages the use of credible mediation assistance. ICCM will initially focus upon advocating that effective negotiation principles be promoted by the media and used in public dialogue.

They are collecting endorsements from mediators and the public from around the world to endorse their "Mediators' Call to Action". The Call to Action was presented in October 2006 in Keystone, Colorado at the Consolidating Our Collective Wisdom Conference sponsored by The Keystone Center and Mediate.com. Go to the ICCM website for more information and to sign the endorsement. They already have over 1000 signatures from 41 countries and ICCM would like to get thousands more.

ICCM's goal is not to raise funds, but to create a global community of like-value minded ADR

professionals and members of the public to share ideas, and to take initiatives to promote our field at this crucial juncture of the world.

ICCM would like to be a powerful voice in educating the public and convincing policy makers of the benefits of employing good faith, interest-based negotiations and mediation. It is up to practitioners to promote the field of Alternative Dispute Resolution for addressing potential and actual conflict at all levels. ICCM encourages you to make frequent site visits, and send in articles that you want to share.

Mediation World: A Global Mediation Initiative

Mediation World is a unique global mediation initiative, created and run by Conflict Management International and sponsored by the UK Foreign Office and Ministry of Justice, and mediation firm ADR Group. It brings together in a single source mediation developments from all over the world. Information on the site is provided leading mediation

experts or organizations in each country, ensuring that it is a up to date and accurate as possible.

Mediation World is free to all users. You can register your e-mail address on the site in order to receive free e-mails showing the latest items uploaded on the site. There is also a discussion forum which we encourage

you to use in order to debate key mediation issues with others around the world. Although very new, the site is attracting users from all over the world, and Mediation World encourages you to take part in this expanding global collaboration by registering on the site, and contributing items to it.

www.mediationworld.net



Mediation Job Opportunities

Total Conflict Management (TCM) is one of the UK's leading providers of professional mediation and dispute resolution services. We now wish to appoint a number of key roles to support the growth of the business and to drive the emerging mediation agenda forward.

Mediation presents new opportunities and new possibilities—TCM are seeking team members who can make the most of these opportunities. TCM has created the FAIR mediation model and full training will be provided for all posts. TCM currently has vacancies for:

Director of Mediation and Resolution (45-50K plus bonus scheme): You will be responsible for the development and delivery of our extensive dispute prevention, dispute resolution and internal mediation services. You should be an organised and strategic thinker with at least 5 years senior level experience of HR, Employee Relations, ADR or a similar role.

Director of Training and Development (45-50K plus bonus scheme): You will be responsible for the development and delivery of our comprehensive range of conflict

management and dispute resolution courses and events. You should be an organised and strategic thinker, have 5 years senior management experience and hold a recognised training qualification.

2 x Dispute Resolution Advisers (25-30K plus bonus scheme): You will deliver mediation, training and other dispute resolution activities for our clients and through the UK Mediation Academy. You should have 3 years experience of designing and delivering training courses and/or 3 years experience in ADR, HR or ER.

The closing date for all posts is 5pm Friday 22nd February 2008. More information and recruitment packs can be [found here](#).

Total Conflict Management
c/o UK Mediation Academy
1st Floor, New House
67-68 Hatton Garden
London EC1N 8JY
Tel: 0800.294.9787
info@tcmsolutions.co.uk
www.tcmsolutions.co.uk

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Scottish Mediation Register

The Scottish Mediation Register (SMR) aims to reassure potential users about the quality of the mediation services available. It also lays out easily compared information about mediators and ways of contacting them immediately. The SMR will become a highly visible and trusted place to find mediators.

The SMN is a web based listing of mediators who self-certify that they meet minimum standards. These standards are for training, co-mediation and continuing practice development as well as adherence to an appropriate code of practice, complaints handling procedure and appropriate indemnity insurance.

Submit your registration online now by going to [the SMR website](#). Email [Ewan Malcolm](#) if you have any questions.

Events

Practitioners' Pic'n'Mix Day
Scottish Mediation Network
Wed. 12th March 2008
18 York Place, Edinburgh

The Scottish Mediation Network has a full day of events planned for Wednesday 12th March! All these FREE events are open to anyone involved in mediation. You must BOOK IN ADVANCE if you wish to attend any of the events listed below.

PRACTITIONERS' FORUM
Best Practice in Complaints Handling
10.30am to 1pm
2 CPD hours Training

If you are not yet a member of the Scottish Mediation Network, this is your chance to find out more about one of the key SMN membership benefits: the quarterly Practitioners' Forum!

The Scottish Mediation Register requires all registered mediators to have a written proce-

cedure for addressing concerns and handling complaints. This is an important issue for the credibility of mediation sole practitioners and mediation services alike. Carolyn Hirst, until recently a Deputy Scottish Public Services Ombudsman, will give valuable insight into best practice in compliant handling.

Have Your Say: Mediators speak directly to the Gill Review team
2pm to 4pm

The Scottish Civil Courts Review, under the chairmanship of the Lord Justice Clerk, the Rt Hon Lord Gill, launched a wide ranging consultation on the civil court system in Scotland. Part 5 of the Consultation paper included 4 questions specifically about mediation. To download the document, [click here](#).

This is your opportunity to voice your opinion and comment directly to the Review team. It is vital that the Gill Review hear from as many people as possible! The dialogue will be facilitated by Ewan Malcolm.

What's Hot in Mediation in USA
6pm to 8pm

2 CPD hours Training
Wine and cheese will be served.

Lin Inlow and Doug Yarn of the Consortium on Negotiation and Conflict Resolution (CNCR) from Georgia, USA will discuss the current issues in mediation across the pond. CNCR is an inter-institutional, interdisciplinary program supporting theory building and practice in conflict prevention and resolution. Visit their [website here](#). Doug and Lin will be in Scotland thanks to the University and College Union Scotland.

Lunch will be available for those attending either the Practitioners' Forum or the Have Your Say event. **In order to attend any of the events, you must complete a booking form.** Places are limited, so book early to avoid disappointment!

To download a booking form, [click here](#) or contact admin@scottishmediation.org.uk.

Events (cont.)

2nd Civil Mediation Council National Conference

Thurs 8 May 2008

**National Motorcycle Museum
Birmingham**

The CMC return to the excellent facilities of the National Motorcycle Museum in the heart of the Midlands and have a fascinating day in store for all those interested in mediation. This year, we are pleased to offer additional options in the form of a strictly limited number of tickets to the Conference VIP and Speakers' Dinner on 7th May 2008

at the Manor Hotel, Warwick, and by way of "trade stands" at the Conference venue. All details from the conference organisers.

We have aimed to keep the costs of the admission tickets at a level which matches but does not exceed the venue costs. The conference represents excellent value with its 6 CPD hours and lunch--as well as being a vital opportunity for the CMC to listen to its members and learn from their experiences. We have therefore added three debates during the day with an open debate to finish where members will define the Agenda.

Book before 15 February to receive an early booking discount!

For further information and a booking form, go to [CMC's website](#), or contact:

The Administrator
The Civil Mediation Council
CMC Conference
4th Floor, 218 Strand
London WC2R 1AT
Tel: 0207 353 3227
conference@civilmediation.org

Community Sentences:

Making Scotland Safer

Sacro Annual Conference 2008

Wed. 5 March 2008

**Royal College of Physicians of Edinburgh
Queen Street, Edinburgh**

Sacro welcomes you and your colleagues' attendance at this important event, which will explore the contribution that community sentences can make to building safer communities across Scotland.

Keynote speakers include:

- Kenny MacAskill MSP, Cabinet Secretary for Justice
- Julius Lang, Director of Technical Assistance, Center for Court Innovation, New York
- Keith Simpson, Head of Development and Research, Sacro
- Susan Matheson, Chief Executive, Sacro

For further information, go to the [Sacro website](#) or please contact:

Events Organiser
Sacro
1 Broughton Market
Edinburgh EH3 6NU
Tel: 0131.624.7270
events@national.sacro.org.uk
www.sacro.org.uk

Training

Getting to Grips with Graphics

Monday 25th February

10am to 4.30pm

Edinburgh

Are you interested in facilitating dynamic meetings, making meetings more accessible, and recording information clearly? This course will help you to increase your confidence in recording and facilitation. The course covers:

- what is graphic recording and why is it useful?
- tools and techniques of graphic facilitation
- building your graphic library
- opportunities to practice

This course is led by Helen Wilson of Envision. With a wealth of experience as a trainer and facilitator, Helen has been developing her own graphic recording techniques for the past ten years.

Cost: £100 (including refreshments & course manual). For further and to book, contact:

Helen Wilson
Tel: 0131.466.4006
helen@envision-uk.org

Verbal Acupuncture

Are You Hitting the Spot?

20, 27 February & 5 March 2008

Glasgow

This three-day course is designed for experienced mediators who wish to brush up on their existing skills and add new ones to their 'toolbox'. Throughout the course you will be encouraged to reflect on and share your own practice. The training will be creative and practical, using a range of dynamic techniques.

Participants will:

- Explore how to adapt your language and body language to suit your clients' needs
- Develop your ability to interpret your clients' words and gestures
- Heighten your capacity to deal with challenging clients
- Improve your skills of recognising the positive in client interactions

This course will see Louise Brown and Amy McDonald of Unlimited collaborate with Sacro mediators Ian McDonough and Eileen Schott.

Cost: £360. Deposit: £70. Balance due on completion of course.

For further information contact:

Robert Lambden
Sacro Consultancy and Training Service
21 Abercromby Place
Edinburgh EH3 6QE
Tel 0131 624 9200
info@cmconsultancy.sacro.org.uk

Training

Workplace Mediation Training Courses
 25 – 27th Feb. (Unit One)
 & 26- 28th March (Unit Two) 2008
 Regents College Conference Centre
 central London

19-21st May & 18- 20th June 2008
 Residential in Derbyshire

Do you want a long established and accredited training to carry out workplace mediation? Do you want highly effective conflict resolution skills to integrate into your present role? Then you may be interested in booking a place on the workplace mediation training course. Unit One can be done on its own as a very useful introduction and skills training. Both Units 1 and 2 need to be completed for the OCN National Certificate.

PMR Ltd can also run these courses either in-house at your organisation or as public courses which you can book a place on directly for yourself or for your staff.

Book your place on one of these courses now via our web page which also has a lot of useful information, articles, videos and books.

PMR Ltd
 Tel: 0162.677.6857
www.workplacemediation.co.uk
admin@workplacemediation.co.uk

Dealing with Differences and Disputes Using Mediation:
Mediation Skills Training: 25 – 28 March 2008 (CPD up to 35 hours)
Optional Assessment Module: 30 April and 1 – 2 May 2008 (CPD up to 30 hours)
Venue: Central Edinburgh

For managers, advisers, decision-makers and negotiators, Core's next mediation course will be led by our internationally recognised team of coaches and leading mediators, drawn from throughout the UK. Completion of Module 1 leads to Core's Certificate of Attendance at Mediation Training. Successful completion of the optional Assessment Module leads to Core's Certificate of Competence in Mediation Skills.

Cost:
 Module 1: £1,975 plus VAT
 Assessment Module: £1,725 plus VAT

Register [online here](#). For more information, please contact Laura Rutherford:

Core Solutions
 Rutland House
 19 Rutland Square
 Edinburgh EH1 2BB
 Tel: 0131.221.2520
laura.rutherford@core-solutions.com
www.core-solutions.com

Mediation Awareness Workshops & Presentations

Don't miss out on your chance to move mediation forward in your area!

Are you curious how mediation works? Is your organisation looking for a new solution on how to resolve conflict? The Scottish Mediation Network is available to come to your area or place of work to deliver a workshop or a presentation on mediation.

We are now organising workshops and presentations for the next quarter, starting in April 2008. If you are interested, we are happy to discuss how we can tailor a session to help you and your colleagues learn more about the uses and benefits of mediation.

If you have wondered how mediation might be able to help in your community or your work, then don't hesitate to contact us. To arrange a FREE workshop or presentation, please email [Toni](#) for further information.

Previous attendees said, "The atmosphere was very friendly, and we got through a huge amount of work in a short time", "We need to move people from the perception that what matters is winning and move to what really matters—peace of mind!"

Advertise your event here!

Is your organisation putting on an event or training course that would be of interest to the mediation community? It is free to advertise in Collaborate, and there are over 800 direct recipients of Collaborate!

If you would like further information about how to advertise or contribute an article, contact [Toni](#).

Sacro Mediation DVDs

Sacro have two free DVDs which have been recently produced with sponsorship from the Scottish Executive and North Ayrshire Council. The first is a brief (2-3 mins) general introduction to Community + Neighbour Mediation, and is suitable for playing in public waiting areas, staff meetings etc; the second is a training resource portraying the history of a neighbour dispute from its beginnings to its resolution through intervention by a mediation service.

If you require copies of these DVDs please do not hesitate to get in touch. Contact our service by e-mail: info@cmconsultancy.sacro.org.uk

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If you would like this newsletter to be sent to anyone else please contact us at:
 Scottish Mediation Network, 18 York Place, Edinburgh, EH1 3EP
 Tel: 0131 556 1221 | Email: collaborate@scottishmediation.org.uk | Website: www.scottishmediation.org.uk
 If you would like your name to be removed from the mailing list, please let us know.