

## Strategic Plan 2015-2018

### Context for the Network

During the period 2012-2015 the Network has been successful in ensuring that the use of mediation continues to develop in a range of areas of Scottish life.

There are now examples in a variety of settings of mediation successfully embedded in day to day systems in organisations delivering positive outcomes for those with disputes.

The Network acts as a focal point for the development of mediation and mediation practice in Scotland. It manages the Scottish Mediation Register, contributes to the development of policy on mediation for government and organisations across Scotland and promotes understanding of mediation through a public Helpline and by promoting mediation.

The Network has successfully established the Scottish Mediation Register and an accreditation scheme for mediation training. These are essential foundations in ensuring that the public and organisations have access to mediators that meet a minimum standard and a means by which complaints and concerns can be dealt with.

The Network has sought to integrate mediation into civil justice procedures through recent court and tribunal reform. For the period 2015-18 it is now seeking to widen the areas where mediation can make a positive contribution in civil justice, including the resolution of complaints and disputes affecting people and organisations before they reach the stage of formal dispute resolution.

An uptake in the use of mediation and the skills of mediation has the opportunity to significantly contribute to Scottish society enhancing conversations and building the skills that enable people to deal with conflict positively. There is a huge potential to extend the use of mediation and the spread of the skills involved.

One of the keys to that happening is the engagement of those with influence and the power to make mediation a part of the agenda for government, business and the community. This strategic plan is both a way to focus our attention in the next few years and a framework for dialogue with these areas of society as to how we can best help to bring the benefits of mediation to them.

## Vision

Our vision is of a Scotland where people and organisations deal positively with conflict.

## Mission

Our mission is to promote mediation, demonstrate its use and benefits, increase its profile and support excellence and innovation in its practice in order to help people and organisations deal positively with conflict.

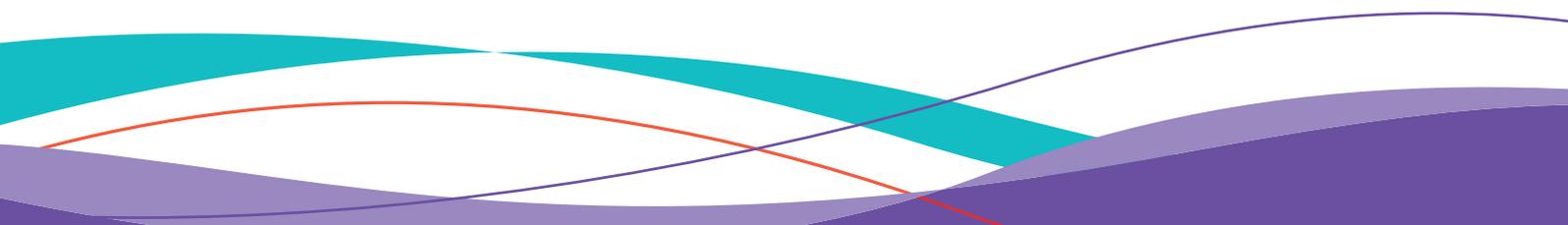
## SMN Values

What is special about the way we do work is that we value:

- Working together collaboratively
- Mutual respect
- Clear and open communication
- Voluntary participation
- An inclusive network
- Financial prudence

## Our Strategic Theme

The strategic theme of the Network is to make mediation integral to the ways in which people and organisations resolve conflict and difficulties on a day to day basis.



## Our Goals

What we aim to accomplish:

1. Ensure that the Scottish Government and organisations across Scotland regard mediation as central to their approaches.
2. Be the organisation to partner with in order to promote the development of mediation.
3. Shape and facilitate the use of mediation in new areas.
4. Strengthen the Scottish Mediation Register as the recognised mark of good practice in mediation in Scotland and adapt it to requirements.
5. Further the understanding by people and organisations of mediation.

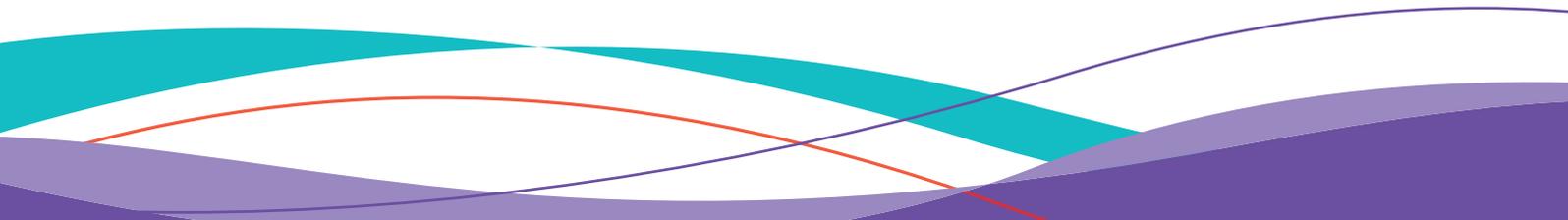
## Our Strategic Outcomes

What we want to achieve:

1. People and organisations have access to mediation as part of a range of options to resolve their disputes.
2. Organisations see it as essential that they have and support mediation skills within their organisation and offer mediation as a way of resolving disputes.
3. Scottish schools are places young people learn having conversations and where those skills are used to prevent bullying and resolve conflict.
4. Mediation is seen as an essential tool in delivering social justice.
5. Opportunities to learn and practice mediation will greatly expand.

## Our Priorities

In the next three years our strategic objectives are:

1. Champion mediation as one of the essential tools in the resolution of disputes and complaints.
  2. Lead the development of mediation practice.
  3. Promote peer mediation for children and young people to deal positively with conflict in a variety of settings.
  4. Grow our membership and broaden the mediation community.
  5. Grow our resources through securing core funding and a range of income sources.
  6. Develop the Network's communication capability, particularly online.
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## **Enabling Conflict Resolution**

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