

collaborate 100

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Adverts from
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Our 100th Issue

Back in October 2002 Ewan Malcolm, now a Patron of Scottish Mediation, authored the first ever edition of Collaborate.

In that issue they celebrated the formation of the Scottish Mediation Network and the employment of Ewan Malcolm and Julia Berry as the first members of staff.

The issue called for mediation to be put in the mainstream, to be widely available and clearly understood as a first option for resolving disputes of all kinds in Scotland. It also featured an advert for a Mediation Coordinator at Edinburgh Sheriff Court Advice Centre a position that still exists today. It also featured a report from a Scottish mediation network meeting which talked about using the internet for mediation, about an exploration into the use of mediation in tenement property issues and of the organisation of conferences and seminars to promote mediation and mediation skills.

The membership of the Scottish Mediation Network was quoted at 38 which included 17 organisations and 21 individuals.

Reflecting on what was said back in 2002 there has been a lot of progress. Whilst not yet firmly established in every sphere mediation has certainly become more mainstream and has been adopted as a dispute resolution technique in many areas. The Scottish Mediation Network, now Scottish Mediation has grown to have 128 members comprising of 25 organisations and 103 individuals, including a Register of 63 mediators. There is a need for a similar step change to that outlined in 2002 for mediation to become part of the norm for all organisations and that is central to Scottish Mediation's objectives.

We hope you enjoy our bumper issue.

A More Collaborative Planning System: What can a Mediation Approach Offer?

Kathryn Hilditch

On the 21st February over 50 people met at a conference in Edinburgh to discuss the potential for a greater role of mediation in the planning system in Scotland. This event, delivered in partnership with PAS (<http://pas.org.uk/>) offered an opportunity for those involved to discuss what mediation is, how it could potentially be applied to planning and also what the benefits (as well as the possible pitfalls) of its wider use might be. Scottish Mediation and PAS were delighted with the turn out and the mixed audience, which included a number of planners, mediators, facilitators, Scottish Government officials and community group representatives. Kept on track by excellent Chair, Sarah Boyack, the discussion remained positive throughout the day with a wide range of very useful and interesting contributions. It wasn't that everyone always agreed, but the collaborative style of the event encouraged everyone to express their views on the subject, and to consider those of others, even if very different from their own.

The conference came about as a result of discussions around the recent independent Planning Review which highlighted the potential value of the wider use of mediation and collaboration within the planning system. This review has in part led to the Scottish Government publishing a consultation paper entitled 'Places, People and Planning: A Consultation on the Future of the Scottish Planning System' (<http://www.gov.scot/Resource/0051/00512753.pdf>) which also makes reference to the possible benefits of using mediation within the planning system. The Scottish Government is inviting responses to the consultation by 4th April 2017.

I am not going to attempt to cover everything that was discussed at the conference in this article. I am, however, going to try to mention some of the key points that I felt were particularly relevant from a Scottish Mediation perspective and to comment upon taking things forward in the future. One of the really inspiring elements of the day for me was the emphasis upon people and how they engage with their 'place'. Often, when discussing planning, it is easy to focus upon the legislation and become bogged down in the detail of plans and time-scales. Whilst these things are clearly of great importance, it can mean that the im-

pact on people, those who will experience the outcome of any decisions, can be overlooked. The conference allowed attendees to consider planning from the human perspective and to look at ways that more collaboration, especially in the early stages of plan-making, could actually lead to better decisions.

It was acknowledged that of key importance is for people to understand that mediation is something that could work for them. An increased societal understanding of mediation more widely would help with this and this is something we are constantly striving towards at Scottish Mediation. It was suggested that this understanding must start at a very early age, in the classroom, so that people grow up acknowledging the need for mediative approaches to discussion and decision-making in all areas of life, including planning. Peer mediation training could help with this, however it is essential that this is spread more widely throughout Scotland, to make as big an impact as possible.

While this approach is needed, it is clearly a longer term strategy, so a number of suggestions were made as to how to improve things now, from our current starting point. We need some relevant test cases to show how things could work and inspire confidence. This needs to be done in a structured manner with a defined position for them within the planning system. Test cases have been tried in the past, but with no defined position, it has been hard to highlight the clear benefits of this approach.

It was also discussed that different approaches to mediation may be needed according to the stage in the planning process that a situation arises. It was highlighted that there are different styles of mediation and that different styles may be useful in different circumstances.

The question of who should mediate on planning cases is an interesting one and something to which there seems to be two schools of thought. Some feel that to be a mediator in a planning case you would need to have a planning background, while others feel that the impartiality of the mediator is key and that specific knowledge of the subject is not necessary (nor really desirable). I am inclined

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to believe that a basic understanding of planning may be useful, but that a mediator is not required to have detailed knowledge or understanding and that this may in fact be a hindrance to ensuring an effective mediation process is followed. It was pointed out by Graham during the conference that recent research has shown that there are around 2000 trained mediators in Scotland. Plus, even from Scottish Mediation's relatively small membership, there are mediators ready and willing to take on many more cases than they are currently doing. It is evident from this that there are more mediators out there than there are mediations taking place and this suggests that if mediation in planning did take greater prominence, there would be the mediators available to deliver this on the ground.

While you may not need to be a planner to mediate, it was acknowledged during the conference, and is also my opinion, that it would be ideal if all planners could be trained in mediation skills. The planners' job is one of dealing with a range of people, often with very different views and styles of communi-

cation, and if mediation skills could become obligatory, this in itself could dramatically improve relations and decision-making with the planning system.

I have tried here to pull together a couple of key points from the conference but I see this as a starting point for discussion, rather than an end in itself. I feel fairly confident in saying that the feeling at the conference, from such a mixed audience, was that more mediation is desirable and the key question is how this can happen rather than whether it should. Scottish Mediation will be working up our response to the consultation over the coming weeks and we would encourage everyone who attended, and anyone else with an opinion, to also respond to express how you feel mediation could be used more effectively in Scottish Planning.

Finally, we would like to thank all of the excellent speakers and contributors who contributed to the success of the day. We would also like to especially thank the Scottish Government for sponsoring the event.

Resolve conflicts at an early stage

Mediation Skills

Perth 25th and 26th September 2017 £470 + VAT

This experiential course is endorsed by the Institute of Leadership and Management (ILM) and taught by Rachel Weiss, an experienced workplace mediator on the Scottish Mediation Register.

"Great mediation skills training. Will take lots away to use within the workplace. Thanks, Rachel and Rowan Consultancy"
Noele McClelland, Partner, Thorntons LLP

www.rowan-consultancy.co.uk
rowan@rowan-consultancy.co.uk
01738 562 005



Mediation in Disputes Between Homeowners and Property Factors

Sarah O'Neill

In early 2014, a pilot mediation service was introduced within the Homeowner Housing Panel (HOHP), a devolved Scottish tribunal which resolved complaints by homeowners that their property factor had not complied with the required minimum standards of practice.

In 2007, its sister tribunal, the Private Rented Housing Panel (PRHP), which resolved complaints by private rented sector tenants that their home did not meet the statutory repairing standard, was the first tribunal to introduce an in-house mediation service. PRHP mediation take-up was disappointingly low, mainly due to the fact that tenancies often come to an end during the tribunal process, making mediation impossible, as there are no longer two parties involved.

When HOHP was established in 2012, it quickly became clear to the Panel President that there was greater scope for offering mediation in

HOHP dispute resolution process. When a homeowner's application is received, it goes through a sifting process to identify whether it is a valid application, before being referred to a panel committee (now a tribunal) for a formal decision. During this process, homeowners are encouraged to communicate further with the property factor to try to resolve the dispute. The offer of mediation was only made after the sift-



ing process was completed, at the point when the application was valid and ready for referral to a tribunal to be decided.



property factor disputes. The parties are in a continuing relationship which is not easily terminated; homeowners and property factors are in an agency relationship; and any settlement agreement entered into can be easily monitored for compliance. Moreover, many of the applications received involve communication and consultation issues, suggesting that encouraging communication between parties may result in resolution of complaints and improved ongoing relationships.

The mediation pilot (which was offered free of charge) was therefore introduced as part of the

Where a case was identified as suitable for mediation, it was offered first to the homeowner. If s/he agreed to mediation, it was then offered to the property factor. If the property factor agreed, a mediation was arranged. The mediators were trained judicial members who deal with property factoring cases, and were all accredited mediators. Generally, two mediators dealt with each case: they could be lawyers, housing members or surveyors.

If mediation was successful, the parties signed up to a settlement agreement which ended the tribunal's involvement in the case, unless either party complained that the agreement had been breached. If no agreement was reached, or the mediation agreement was not adhered to by one or both parties, the application was referred to a tribunal for decision. The tribunal which dealt with the case would not include members who acted as mediators in that case.

Mediation in Disputes Between Homeowners and Property Factors

Sarah O'Neill

The mediation process has brought the following benefits:

- costs savings - cases where mediation is successful, and the mediation agreement is complied with, do not proceed through the formal tribunal process.
- quicker dispute resolution, where the mediation is successful. The turnaround time is usually much shorter than that taken for the formal tribunal process. However, if mediation is unsuccessful, it does add a stage to the process, extending the time-scale for dispute resolution.
- customer satisfaction- while few users return mediation feedback forms, both property factors and homeowners have given broadly positive verbal feedback to the mediators.
- improvements in the relationship between the parties. Even where no agreement is reached, mediation helps the parties achieve a better understanding of the alternative position, which is helpful at the formal hearing stage.
- it has generated wider interest across the Scottish tribunals, showcasing it as a successful experiment in alternative dispute resolution.



Using Mediation Skills: Core's 2017 Flagship Courses

What they say:

"By far the best course I have ever attended. I wish I had done it years ago. John and his colleagues are excellent and passionate teachers. Two and a half years on, I still frequently return to the course materials and my notes"

"A brilliant course.. and whether you become a mediator or not, it will change and enhance how you work and view the world."

"For anyone thinking about signing up to this course - do it! It is life changing both professionally and personally. And very enjoyable too!"

"I can assure anybody thinking about this course that it is transformational, both professionally and personally. An excellent course and one of the best training experiences of my life"

Core's Spring School*:

Using Mediation Skills as a Professional
27-29 March 2017 (CPD: 24hrs +)

Module 2: Building Mediator Competence
4-5 May 2017 (CPD: 16hrs +)

Module 3: Assessment
25-26 May 2017 (CPD: 20hrs)

Core's Residential Summer School*:

Using Mediation Skills as a Leader
3-6 September 2017 (CPD: 24hrs +)

Module 2: Building Mediator Competence
2-3 October 2017 (CPD: 16hrs +)

Module 3: Assessment
2-3 November 2017 (CPD: 20hrs)

**Note that the Spring School and Summer School are each available as a free-standing three-day course. They are also a prerequisite, as Module 1, for attending modules 2 & 3.*

Early bird rates available for Summer School until 26 May 2017. Contact Miriam Haboubi (details below) for more information.

For details of Core's mediation, facilitation and training services, contact Miriam Haboubi at 0131 524 8188 or Miriam.Haboubi@core-solutions.com | www.core-solutions.com

Mediation in Disputes Between Homeowners and Property Factors

Sarah O'Neill

While figures are still being gathered for 2016, mediation success rates during the first two years of operation are encouraging. In 2014, 14 mediations took place. In 9 cases, a settlement agreement was reached, 7 of which were fully complied with. A partial agreement was reached in a further 2 cases. Building on this encouraging start, 32 mediations took place in 2015. Some of these involved the consideration of multiple applications - one mediation involved 12 applications from separate homeowners in one housing estate. A settlement was agreed in 28 cases, and in 22 of those (including the mediation involving 12 applications) the mediation agreement was complied with and the case was closed.

Where both parties agreed to mediation in 2015, a settlement agreement was reached in 88% of cases. Where the homeowner agreed to mediation, the take up by property factors was high. Low take up by homeowners was an issue, however. The reasons for this include: reluctance to agree to confidentiality; frustration with poor or delayed complaint handling by the property factor; a feeling that they have already

tried to resolve the matter for some time without success; a wish to go to a public hearing; or a (sometimes mistaken) perception that they may achieve a higher financial award from a tribunal than any amount which may be agreed at mediation.

On 1 December 2016, both HOHP and PRHP became part of the new First-Tier Tribunal for Scotland (Housing and Property Chamber).

Sarah O'Neill (Legal member, First-Tier Tribunal for Scotland (Housing and Property Chamber))



THE MEDIATION PARTNERSHIP SMR Accredited Mediator Training



First Course in Scotland to be accredited by the
Scottish Mediation Register

First Course in Scotland to be accredited by the Scottish Mediation Register

**Dates: Thurs 25th & Fri 26th May, Weds 7th, Thurs 8th & Fri 9th June 2017
(includes assessment)**

This intensive four day course is suitable for mediators, lawyers, managers, HR personnel and anyone with an interest in gaining or enhancing mediation skills. It will provide delegates with a clear theoretical and practical training course, in line with the Scottish Mediation Network (SMN) *Guidance on Mediator Competency*.

"Best training event I have ever been to. Excellent guidance. Great fun." Delegate from the University of Aberdeen

"Previous training felt like learning the highway code and having a 'go' in a simulator, whereas with Linda and Aileen it was like getting to drive the car with two very able and encouraging instructors on board to make it a safe and enjoyable experience." Lili Hunter, Lili Hunter Consulting Ltd

To book a place, or find out more information, contact Aileen Riddell on 07950 395276 or e-mail enquiries@mediationpartnership.co.uk www.mediationpartnership.co.uk

Motivational Interviewing

Jeremy Scuse

We use MI as a questioning technique when a client's behaviour is part of the problem. We have also included it in training courses around Difficult Conversations and the feedback is very positive.

Mediators Strategy

In a mediation, we often ask questions less to gain information for ourselves, but more to help individuals:

- think through the topic for themselves,
- analyse what might be in their best interests,
- think about what the other person might need,
- understand the implications of any possible actions,
- weigh up the pros and cons of change brought about by that action,
- and so be comfortable with the decision they are about to make.

MI is a style of questioning developed by the NHS for addicts to motivate themselves to change. So it is very similar to what we do and can be a useful tool for mediators. MI recognizes that most behaviour has some good and less good things that maintain it and helps the individual decide whether the less good outweigh the good – then they know why they should change.

Ambivalence

Ambivalence is working with the heart of the problem. It is a psychological conflict about choosing between Continue Behaviour vs. Changing Behaviour and is difficult to resolve as each side has costs & benefits. MI explores the emotional attachment to their existing behaviour — so they look at the good things they get from it and then the less good things.

Key Techniques

- Asking permission to discuss the behaviour.
- Reflecting back what Clients say.
- Normalizing
- Using Decisional Balancing

Asking Permission

"Do you mind if we talk about your (insert behaviour)"

Communicates respect and is more likely to get them talking about change. A respectful enquiry allows the conversation to happen even if the Client is not thinking of changing.

Reflective Listening

Primary way of responding. After Client speaks the Motivator paraphrases the Client's comments

"It seems there is a lot of pressure for you to change, but you are not sure you can do it because you have tried before. What have you tried before?"

Reflections validate a Client's feelings & Reflecting back what they say shows you understood what they said. It also allows them to "rehear" their arguments and so consider afresh whether they make sense.



Normalizing

Communicates to Clients that difficulty in changing is not uncommon — others have had similar experiences

"That is not unusual, many people report making several attempts."

Decisional Balancing

Helps people to consider change by allowing them to discuss the problems with their behaviours without suggesting it is a problem. The Motivator sounds credible as they validate a Client's behaviour (good things), while focussing the discussion on possible reasons for change (the less good things)

"Tell me some of the good things about"

"Tell me some of the less good or not so good things about"

Discussing their ambivalence about changing helps them to tip the scale in favour of changing.

Further Reading

https://en.wikipedia.org/wiki/Motivational_interviewing



www.motivationalinterviewing.org/



Still the only course of its kind in the UK, Strathclyde Law School's postgraduate programme in Mediation and Conflict Resolution provides a thorough, practical and exciting introduction to this developing area. Distinctive features include:

- A focus on interpersonal mediation skills AND

- A thorough introduction to the academic dimension of the discipline

- The [Mediation Clinic](#), providing opportunities to work with experienced mediators on real cases

- Accreditation by Scottish Mediation (as fulfilling the training requirement for the Scottish Mediation Register)

- A truly international mix of students, this year including New Zealand, India, Ecuador, Seychelles, Canada, USA, Belgium, Ghana, Nigeria and Scotland

- Rigorous and multi-disciplinary, taught by UK and international experts

- Suitable for managers, lawyers, mediators, HR, health professionals and anyone working with people

Participants will enhance their confidence in dealing with interpersonal and organisational conflict while developing their communication and problem-solving skills. As well as core classes on mediation theory and practice, students may choose electives in negotiation, employment mediation, mediation law and policy, arbitration as well as classes from Human Rights, Construction Law and International Economic Law. Legal training is not a pre-requisite; the MSc/LLM option caters for students from a wide range of disciplines.

Start Date: September each year

Mode of Study: Full-Time or Part-Time

Taught by a combination of evening lectures and intensive weekend sessions to maximise flexibility.

Application and further information can be obtained from:

<http://www.strath.ac.uk/humanities/courses/law/courses/mediation/>

Contact: hass-pgt-enquiries@strath.ac.uk

Tel: 0141 444 8600



Scottish Mediation News

Welcome to Scottish Mediation

Scottish Mediation are delighted to welcome The Centre for Good Relations in Kinghorn and Aberdeen Community Mediation (SACRO) as Organisational members.

The Centre for Good Relations' core work is 'civic mediation': facilitation and dialogue, working through issues of contention and dispute, and addressing social conflicts and tensions. Aberdeen Community Mediation (SACRO) provide services across Aberdeen and Aberdeenshire focussing on disputes between neighbours, around children and families and in the workplace.

We would also like to welcome Simon Horne who joins as a practitioner and Angus McPhail, Marc O'Krent, Karin Ovarin, Morag Dawson, Clare Lai, Christina Tay and Haley Weir who join as individual members.

Mediate 2017

Scottish Mediation are delighted to announce that Mediate 2017 will take place on Monday 6th November 2017 at Renfield St Stephens, Bath Street, Glasgow.

Detail of the event will be available soon. The format of the event will include some keynote speakers, workshops and an opportunity to meet with people interested in mediation in Scotland.

Mediation Post Vacancy

The Scottish Centre for Conflict Resolution are recruiting for a Mediation and Conflict Resolution Adviser.

Further details Are available below.

<http://www.goodmoves.org.uk/Search/Home/Vacancy/30486?RegionID=4&SortBy=Newest>

Five-Day Mediation Skills Course Edinburgh 1, 2, 8, 9, 15 June 2017



Designed for people who will be using mediation skills in their work, this course is accredited by the Scottish Credit and Qualifications Framework together with the Scottish Community Mediation Network. The course provides information on key concepts in mediation and the opportunity to discuss and practice basic skills in a safe, relaxed atmosphere. It covers the whole mediation process from first contact with the service to closing a case. The mediator's role is explained and practised using typical scenarios for first visits to explore mediation as an option, preparing clients for joint meetings and handling difficult behaviour at a meeting. The course is assessed based on activities from day three onwards culminating in a full role-play of a mediation meeting on day five.

To book a place or for more information please contact: Robert Lambden at Scottish Community Mediation Centre: e-mail info@scmc@sacro.org.uk Course Fee is £600 per participant

Scottish Mediation News

CPD and Events

CPD – Reframing in Mediation

Tue 25th April– Edinburgh, 10.00am – 1.00pm

Tue 2nd May – Glasgow, 1.00pm – 4.00pm

10th May – Aberdeen, 1.00pm – 4.00pm

This 3 hour CPD session facilitated by Sarah Welsh will help participants to understand reframing, identify how to reframe, practice reframing and reflect on practice.

The session will focus on

- Introduction to reframing.
- Why we use it.
- What are the benefits of reframing?
- When not to use it.
- Skills Practice

To book a place and for further details

<https://www.eventbrite.co.uk/e/reframing-tickets-32112439170?aff=es2>

Autumn CPD – Dates for Your Diary

Tue 3rd October – Edinburgh, 10.00am – 1.00pm

Tue 10th October – Glasgow, 1.00pm – 4.00pm

Thu 12th October – Aberdeen, 1.00pm – 4.00pm

Workplace Conversion Course

Monday 11th & Tuesday 12th December – Edinburgh, 9.00am – 5.00pm

This practical two day course (13 hours of CPD) introduces mediators experienced in other fields to the problem of workplace disagreement and conflict. Participants will learn about the causes of conflicts to watch for, how to adapt their mediation styles, the use of written communication and other techniques over two enjoyable, interactive days with opportunities to practice their newfound skills.

Want to take a business unusual approach to mediation? Join our four-day course on Civic Mediation – A Methodology for Conflict Transformation. Theory and Practice.

When? Monday 24th April – Thursday 27th April 2017.

Where? Kinghorn, Fife, Scotland.

What is Civic Mediation? Civic mediation uses mediative processes to seek constructive changes to societal challenges. It values the role of building relationships within a system to bring about effective change, and works to transform conflict to achieve long-term positive outcomes.

What will the course cover? Personal and group responses to conflict; theories, tools and approaches for analysing multi-party conflicts; developing strategies to manage and transform complex conflicted situations. It will provide case studies where civic mediation has been applied in community resilience and peace-building, effective policy development, and environmental conflicts.

Who should attend? We are inviting participants from across the UK and beyond as part of Centre for Good Relations strategy to develop civic mediation practice. We'd welcome participants who would be interested to explore how we work together to deliver our strategy. If you are:

- Mediators or facilitators who would like to develop your skills to work with complex multi-stakeholder relationships in a range of settings.
- Someone who wishes to build their understanding of how the quality of relationships impact on policy change.
- Interested in moving away from a traditional mediation toolbox and want to try something new.

Someone who would like to become part of a network to embed civic mediation as a way of transforming conflict in our society.

Then this course is for you.

Cost: £500 for the full four days including all training materials, lunch and refreshments.

For further information and to register your interest please contact

Abdul Rahim at Centre for Good Relations by email:

abdul@centreforgoodrelations.com.



Board Profile – Sam Tedcastle

What is your day job?

Senior Mediation Practitioner and Director at the Centre for Good Relations, working part time with WWF engaging marine stakeholder in marine policy issues. In this role I have piloted civic mediation to build better working relationships with key sector stakeholders in the fishing industry.

What motivates you to get up on a Monday morning?

Mondays are not my favorite day it has to be said! A nice cup of coffee (usually made by my husband, who makes a great coffee despite hating the stuff) and the views on the way to work always help to get me going.

How long have you been a Trustee, and why did you become involved?

I became a Trustee on the board in September 2016 as I felt there was a need for a better understanding of the spectrum of applications and styles of mediation in Scotland. I feel that civic mediation has the potential to play a key role in engaging people in deliberations about the future challenges that lie ahead for Scotland and can support the development of a resilient future.

Did you have any prior knowledge of or involvement with the Network before?

Prior to joining the Board I delivered a master class on civic mediation for the Network and attended various SMN networking meetings.

What have been the highlights of your involvement with the Network?

What strikes me about the Network is the level of engagement of from all the different mediation specialisms. It is an ideal forum for us to develop a comprehensive strategy for how mediation can support the way we manage and transform conflict in Scotland now and in the future.

The recent workshop that was hosted by SMN and PAS – *A more collaborative planning system – what can a mediation approach offer?* was a great example of how the network can work in partnership with other organisations to open up think spaces and consider how mediation can become more embedded into the fabric of Scotland.



What do you see as the main issues that Board has to address at present?

Working with the network members to embed mediation practice at all levels of our society. I am keen to see partnerships within the network being strengthened and members being actively involved in developing a shared mission for SMN and the development of mediation.

If you could change only one thing for mediators, what would it be?

For there to be a wider awareness of the craft of mediation and how it can support our society to be more cohesive and resilient. Recognising that the mediators we have in Scotland are a valuable asset to build upon, that they are well resourced to deliver their craft and that their skills are used to the best effect.

What keeps you busy outside of work?

I am a working Mum, with a keen interest in the outdoors and the environment. Recently I have spent many hours of my time watching the humpback whale that is visiting the Forth. I love travelling with my family and learning about different places and their cultures.

A Pop-Up Mediation Evening

John Sturrock

Brexit: A Constitutional Crisis?

Tuesday 28 March 2017

The UK and Scottish Governments – and other devolved administrations – seem to be at loggerheads over how to deal with Brexit – how might a mediation approach deal with the problem?

During the Referendum on possible Scottish Independence, **Collaborative Scotland** and **Core Solutions** hosted a number of events to illustrate how a different approach could be taken to difficult constitutional problems. These events were a success in opening up new possibilities, not just in process terms but in outcomes.

Joined by the **University of Edinburgh**, in this event, we will invite participants to play roles for one of **the many stakeholders**: the Scottish Government, the UK Government, the Welsh administration, the Northern Ireland government, the Republic of Ireland, the EU, the USA, regions of England, Orkney and Shetland, other European nations – and perhaps others.

We will ask these questions:

- ☑ How can we explore the real interests and needs of the various stakeholders?
- ☑ What happens when we have apparently opposing views?
- ☑ How can we model respectful negotiation even if our objectives are different?
- ☑ What other options might there be?
- ☑ What are we missing?
- ☑ How can a mediator or facilitator help with answering these questions?
- ☑ What kind of process might work well?



Facilitated by Core mediators, **John Sturrock** and **Charlie Woods**, with commentary from **Oliver Escobar** of co-sponsors, the School of Social and Political Science at the University of Edinburgh, we will mix discussion and learning on the process with interactive simulation.

Venue: the excellent Grassmarket Centre, Candlemaker Row, Edinburgh

Refreshments will be provided from 1745.

To Register: Use Eventbrite: <https://www.eventbrite.com/e/a-pop-up-mediation-evening-brexit-a-constitutional-crisis-tickets-32413290023>

Workplace Employment Initiative Group

March 2017

Dear Scottish Mediation colleague

Our next meeting will be on Thursday 24th March at the SMN office in Edinburgh. Our main meeting will start at 2pm with a CPD extra session starting at 12.45pm.

Supervision in mediation: options, expectations and standards — Graham Boyack at 2PM

Graham will lead a session covering the latest developments in supervision, what others do and what the options for mediators in Scotland might be.

The optional extra CPD session at 12.45: How to mediate when you don't like one of the parties – sharing session on ideas/ experiences. This will be facilitated by Lindsay Burley

All meetings are open to SMN members and provide an opportunity for mediators involved and/or interested in workplace mediation to come together to network and share experiences.

Please email admin@scottishmediation.org.uk if you are able to attend.

Looking forward to meeting up,

Slainte

Linn

Linn Phipps, Chair, SMN WEIG, 07917 564440