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Adverts from:
University of Strathclyde, Core Solutions, Mediation Partnership, Centre for Good Relations and Rowan Consulting.

Time for a More Respectful Dialogue

Having watched the election debates unfold and seen the lines used in campaigning much of the language seems unhelpful to promoting dialogue and understanding. We are asked to put a party in its place, we are advised that a party is toxic in Scotland, we are told that under no circumstances would an independence referendum be supported and in general we hear an awful lot about what we should be voting against. In the local elections, where no party has a majority, coalitions between parties are being frowned upon because of the fear of working with 'opponents'. So instead of published agreements between parties with a programme for the council, we have minority government where deals are done between the parties that are not in the public domain. When I think about what I have seen on social media it's even worse. I am increasingly presented with an either-or vision of every issue of the day and one which is increasingly based on an absence of trust about both the person putting a different point of view and the view they are putting forward.

So why does this matter, and what on earth has it got to do with mediation?

The way mediation is conducted, and the techniques used, gives people a voice, builds trust, generates a better understanding of the issues concerned, maintains relationships and produces outcomes that those participating have a stake in. It's my contention therefore that we should be using some of the techniques developed in mediation to support better discussions.

I attended such a discussion organised by Core Solutions and the University of Edinburgh on the issues surrounding a future independence referendum, when it might happen and what



Time for a Respectful Dialogue

Graham Boyack

the question might be. There was a great variety of views present but what was striking was that everyone was heard, no one's views were disrespected and whilst agreement wasn't reached on the questions posed, there was a lot agreed about the process that might be adopted for future discussions.

Our discussions were guided by a Commitment to Respectful Dialogue developed by Collaborative Scotland during the first independence referendum and I think they are worth sharing in full.

Show respect and courtesy towards all those who are engaged in these discussions, whatever views they hold;

Acknowledge that there are many differing, deeply held and valid points of view;

Use language carefully and avoid personal or other remarks which might cause unnecessary offence;

Listen carefully to all points of view and seek fully to understand what concerns and motivates those with differing views from our own;

Ask questions for clarification and when we may not understand what others are saying or proposing;

Express our own views clearly and honestly with transparency about our motives and our interests;

Respond to questions asked of us with clarity and openness and, whenever we can, with credible information;

Look for common ground and shared interests at all times.

Having thought about the Collaborative Scotland discussions it got me thinking about what then should be asked of the parties in the way they campaign and encourage people to vote for them. There's a tension in the election process which encourages parties to compete on their differences and then to make those differences as clear and wide as possible. That makes finding common ground

a very difficult concept, so perhaps the least we can demand is for representatives to model the respectful dialogue points outlined as much as possible.

To help such an approach there is a need to continue with work which goes largely unnoticed such as the training in such techniques



given to elected representatives, the promotion of dialogue and conversation in schools via Peer Mediation and work to equip communities to better hold discussions at a local level.

Maybe part of the answer is to help shape the agenda by having conversations across Scotland that reach beyond party ties. Doing so on key issues could have a positive impact in shaping policy as it is often easier to do so when there is a sharper focus. It is perhaps no surprise that such conversations shaped the current Scottish Parliament. When it was put before the people a broad consensus already existed and in no small part due to the quality of discussion that preceded it.

Scotland seeks to be a shaper of a new political tradition. Respectful Dialogue could lie at its heart if our politicians learnt that knockabout debate leaves behind a barren argument. In the meantime, I'll have to think of how best to enter some of the discussions that keep appearing in my social media pages in a way which builds a positive discussion, could be tricky.



LLM/MSc Mediation and Conflict Resolution

The ability to deal with conflict is a key skill in the modern workplace. The UK's leading postgraduate programme in Mediation and Conflict Resolution at Strathclyde law school provides a thorough, practical and exciting introduction to this developing area. Our alumni are working as freelance mediators and in law firms, public sector bodies, NGOs and mediation organisations.

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)
- Rigorous and multi-disciplinary, taught by UK and international experts
- A truly international mix. Last year's cohort included students from New Zealand, India, Ecuador, Seychelles, Canada, USA, Belgium, Ghana, Nigeria and the UK
- 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
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 t: 0141 444 8600

Better Resolution in The Third Sector

May Millward

The third sector is made up of highly committed employees and volunteers providing vital work in the community and therefore relationships are always positive and constructive with everyone working towards shared objectives. True? Unfortunately not!



As in any group, people do not always agree or get on easily with each other and in charities and voluntary organisations difficult situations can easily arise out of the complex relationships between volunteers, employees and board members. The very passion, drive and commitment that draws people to the third sector can heighten issues and very quickly escalate disagreements into major disputes. This is not only stressful and unpleasant for everyone involved but can lead to the loss of valuable individuals and in some cases can jeopardise the future of the whole organization.

Scottish Mediation 's Third Sector Project provides free or low cost mediation to small charities and voluntary organisations and has already helped with a wide variety of issues. Whilst around a third of cases involve a board member and/or volunteers and are therefore specific to the third sector the following case studies relate to workplace issues that could arise in any organization.

Mediation Case Study 1

Andrew had worked for a small charity for around three years. His manager, Char-

lotte, had always had problems with his work resulting in extending his probationary period and then taking performance management action.

Charlotte felt that she had to highlight what she considered to be Andrew's deficiencies and Andrew hated being performance managed and, as he saw it, micro-managed. He also felt that Charlotte undermined him all the time in front of clients and other team members.

Communication between the two had become a major challenge and latterly they had avoided it wherever possible. Charlotte suggested mediation as a way of helping them to communicate more effectively and to resolve some of the major issues between them.

Charlotte and Andrew welcomed the opportunity to discuss the various issues in



a safe space. The confidentiality of the process also allowed discussion around health issues which had not previously been discussed and which helped a shift in both their attitudes. They were able to agree a number of changes to their working practices and acknowledged that the mediation had started them off on a process of communication and problem-

Better Resolution in The Third Sector

May Millward

solving which had previously proven a challenge for both of them. Charlotte commented that the mediation gave herself and Andrew the space to talk through and reflect on their difficulties when working together and would recommend it to other managers who are struggling to deal with similar issues.

Mediation Case Study 2

Sarah and Emma are senior managers in a medium sized charity. Sarah had been finding it difficult to work with Emma for some time and there were a series of disagreements over workplace issues where Sarah considered Emma to have spoken to her in an inappropriate and unprofessional way. On one occasion Emma shouted and behaved aggressively towards Sarah and this brought to a head some underlying professional frictions between them and prompted Sarah to bring a formal complaint against Emma. Sarah wanted to use an empathic and humanistic approach rather than being punitive and so a mediation was set up. Through mediation Emma realised that her actions had been unreasonable and apologised, while Sarah acknowledged they had exacerbated the situation by not communicating properly. Further exploration resulted in both parties realising they had similar work pressures to which they both reacted by behaving poorly towards colleagues, so they agreed ways to communicate in future and ways they could actually reduce the impact of short notice demands by helping each other.

Four months after the mediation Louisa commented "I was nervous before engaging in mediation as I did not know what to expect, I was also concerned that the process might break down. My

concerns were unfounded and I felt that mediation was the best choice I could've made in the situation. I felt totally supported by our mediator and found the structure of the appointments to be ideal. I felt heard during our sessions and when it came to our two joint meetings I felt that it was safe to discuss how I felt, what the impact of the behaviour had been for me and how I would like to resolve the situation. We were facilitated in creating an agreement around our professional relationship and this also covered what we would do in the event of any further occurrences of inappropriate verbal conduct.

I am happy to say that since our mediation there have been no further incidents and slowly my confidence in the workplace and myself is returning. The intervention of mediation prevented the situation from becoming irreparable and I would highly recommend this service."

Want to know more?

If you'd like to find out more about the project click [here](#).



**Third
Sector**

Taking a Hard Line can only Lead to Harder Battles

John Sturrock

Leadership is about many things. Often it is viewed through the prism of domination and force, where success is achieved by physical strength. In matters of sporting prowess, physical danger or traditional forms of battle, that may be a necessary and often successful approach. But, in the long run, it is deeply damaging to survival when the threats we face are social, cultural, political or economic.

Sadly perhaps, when faced with such threats today, our default setting is still to resort to force and violence, albeit linguistic, rhetorical and psychological. It is much harder to engage thought, intellect, compassion, reciprocity and fellow feeling, even if we understand intellectually that to do so will not only benefit the perceived "enemy" but also, paradoxically, ourselves - and those we seek to protect. In other words, if I help you, it is more likely that you will help me.

We have seen this played out in antagonism over Brexit and Scottish independence. Rather than analysing and assessing realistically and objectively what might be said and done, and showing dignity and respect to those with whom we disagree, the rhetoric, language and posturing has been reminiscent of warfare. We seek to destroy our foe, as well as his, her or their arguments.

Ironically, though, the result can be the opposite of what was desired, because our perceived enemy cannot be eliminated by force. There is no final whistle with a declaration of victory. Short-term gains may be hoped for as victories but this kind of winning is likely to be pyrrhic.



Core's Residential Summer School: Using Mediation Skills as a Leader

3-6 September 2017 (CPD: 24hrs +)
at the excellent Norton House Hotel, near Edinburgh Airport

- become an even more effective negotiator and problem-solver
- learn about mediation and how to use it
- create the space for others to work out solutions

"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."

"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."

(This three-day course is also a prerequisite for attending modules 2 & 3)

Module 2: Building Mediator Competence

2-3 October 2017 (CPD: 16hrs +)

Module 3: Assessment

2-3 November 2017 (CPD: 20hrs)



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/flagship-mediation-training-course/residential-summer-school/

Taking a Hard Line can only Lead to Harder Battles

John Sturrock

So, taking a hard line, asserting dominance, dismissing challenges, claiming superiority of knowledge, refusing to listen, failing to engage - all carry the risk of inflaming a situation and reinforcing resistance. The prospect of "losing" is increased. In contrast, seeking to find common ground, showing willingness to talk and to discuss authentically the underlying issues, making concessions, showing courtesy to all - particularly those on "the other side"- getting in their shoes, and seeking to understand their hopes, fears, concerns, aspirations, all of these will tend to breed "success".



Perhaps the outcome will not be what we imagined or hoped for at the start but it may be richer, more imaginative and enduring than any result that proceeds from trying to impose a harsh binary choice.

This, by John Sturrock, was first published as an article in The Times on 14 June 2017.

Are you an experienced facilitator or mediator looking to diversify your skills?

The Centre for Good Relations is looking to build a network of practitioners that can deliver civic mediation across the UK and beyond. If this potential opportunity interests you, join our four-day training course this September.



Civic Mediation – A Methodology for Conflict Transformation. Theory and Practice.

When? Monday 25th September – Thursday 28th September 2017.

Where? The Bay Hotel, Burntisland Road, Kinghorn, Fife, KY3 9YE.

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? We'll look at group responses to conflict; theories, tools and approaches for analysing multi-party conflicts; developing strategies to manage and transform conflict. We will also provide case studies where we've applied civic mediation in community resilience and peace-building, effective policy development, and environmental conflicts.

Who should attend? We'd welcome participants who would be interested in exploring how we can work together to develop civic mediation practice. If you are:

Mediators or facilitators who would like to develop your existing 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.

Simple Procedure—It's Complicated

Graham Boyack

On 28th November 2016, the new Simple Procedure was introduced to the Scottish Courts system. It potentially heralds a major change in the way that, what were previously Small Claims and Summary Cause cases, are dealt with. There is a new fee structure, more of a case management approach, the language has been simplified (although there is more work to do on this) and an encouragement to use alternative dispute resolution mechanisms, where appropriate, to provide a more party focused and proportionate approach.

As Director of Scottish Mediation, you would think I'd be welcoming this change wholeheartedly, and I do. But as I say above, it's complicated.

On one hand, I welcome the approach, as from my experience as a pro-bono mediator at the Edinburgh Sheriff Court Mediation Project, I have seen numerous cases settled where the parties are given an opportunity to discuss how they feel about their case with the other party, and then come to a settlement that they have both constructed. Having watched similar cases in court I think it is important that people have a choice on how they can resolve their disputes and this choice should be available across Scotland.

On the other hand, whilst there are now good resources available online through the mygov.scot website, which you can link from the Scottish Courts website, accessing mediation is not yet an integral part of the system. Until it is, I think it is unlikely that there will be a great level of take up.

So how is Simple Procedure designed to work?

The new Simple Procedure rules will apply to all civil cases where the money being claimed is less than £5000, and replaces the old Small Claims and Summary Cause rules.

The applicant fills out one of the new Simple Procedure Claim Forms which will be printed out and can either be posted or taken into the court. For actions under £200, the cost is £18 and for those between £200 and £5000, the cost is £100 and this must be paid at the time the form is submitted. There are fee exemptions based on income available.

Once the form is received, if the claim is contested, within two weeks the Sheriff will produce first written orders. These can be one of five courses of action, they are: (a) refer parties to alternative dispute resolution, (b) arrange a case management discussion, (c) arrange a hearing, (d) if the

sheriff thinks that a decision could be made without a hearing, indicate that the sheriff is considering doing so, (e) use the sheriff's powers to dismiss a claim or decide a case.

Within Simple Procedure, during the case management discussion, the Sheriff may; (a) discuss the claim and response with the parties and clarify any concerns the sheriff has, (b) discuss negotiation and alternative dispute resolution with the parties, (c) give the parties, in person, guidance and orders about the witnesses, documents and other evidence which they need to bring to a hearing, (d) give the parties, in person, orders which arrange a hearing.



Should the case not be resolved, the final part of the procedure would be for a hearing, which it is anticipated will be similar to current proofs.

Within Simple Procedure the key differences are around the advice available online before the action is submitted and then once that is done through the first written orders and the case management discussion. It is clear that there is an intention for the parties to be able to use different forms of dispute resolution. Indeed Sheriffs are encouraged to ask the parties to consider this and may refer parties to alternative dispute resolution at various stages during the procedure. This is part of an encouragement for the Sheriff to actively manage cases.

So, what role could mediation play?

The following three sections are taken from "The Guide to the Effective Use of Mediation in Court Actions" produced by the Judicial Institute Scotland and written by Charlie Irvine, Senior Teaching Fellow at the University of Strathclyde Law School. It sets out the process of mediation as follows:

Simple Procedure—It's Complicated

Graham Boyack

A Definition

'Mediation is a conversation between two or more people that disagree, led by a trained, neutral mediator.' (New York Peace Institute, provider of in-court mediation in New York City).

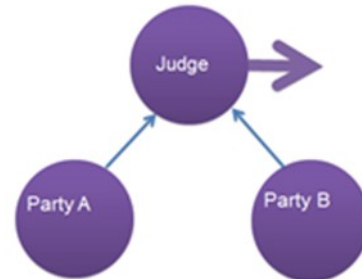
This definition highlights some key features:

- Conversation – mediation requires the parties to speak directly to each other rather than make their case to a judge
- Disagreement – mediation can be effective in highly entrenched disputes
- Leadership – the mediator is not simply a passive bystander but takes a proactive role in seeking a solution
- Training – mediators must fulfil a training and practice requirement (in Scotland, standards are set by the Scottish Mediation Register)
- Neutral – mediators must act as impartial third parties.

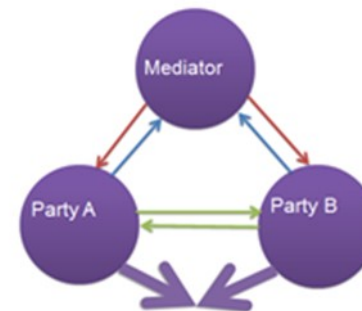
Mediation in Simple Procedure?

For sheriffs considering referral to mediation it is useful to think of it as a form of facilitated negotiation. It is thus the parties who ultimately determine the content of any agreement, at times assisted by legal representatives. The mediator's role is to lead the negotiation, ensuring procedural fairness (i.e. that both parties have the oppor-

tunity to state their case) and that any agreements accurately reflect the parties' wishes.



Adjudicative process



Mediated process



THE MEDIATION PARTNERSHIP SMR Accredited Mediator Training



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

**Dates: Thurs 14th. Fri 15th, Weds 27th, Thurs 28th & Fri 29th September 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

Simple Procedure - It's Complicated

Graham Boyack

Mediators typically do not take responsibility for the substantive fairness of mediation outcomes; however, when dealing with unrepresented parties, experienced mediators will often provide useful process information (timescales, terminology, etc.) They may also engage in reality testing, ensuring that parties have carefully thought through the practical and legal consequences of their proposals.

What actually happens in Mediation?

Most mediation sessions follow a simple 5-stage



process:

Mediation sessions in smaller civil actions typically last between 1 and 3 hours, with all parties together most of the time; larger commercial matters tend to take a full day, with parties and representatives in separate rooms. The outcome is recorded in the form of a settlement agreement, signed by the parties. Mediation is conducted on a "without prejudice" basis, set out in a standard agreement to mediate.

So how do parties access it?

Perhaps the biggest challenge around Simple Procedure and the main reason for me that "it's complicated" is that the provision of mediation via the courts is not as it should be.

There are currently two projects where mediation is provided through pro-bono services at Edinburgh Sheriff Court via Citizens Advice and at Glasgow Sheriff Court via the University of Strathclyde Mediation project. They both are successful projects enjoying great feedback from those using mediation and settlement rates of 70% and

above. In both projects, Sheriffs will often ask parties if they would like to consider mediation and either an appointment will be made for a mediation, or it will be done there and then.

In Dundee, Perth and Angus parties are able to access an in-court advice service which provides a negotiation support for one of the parties and in North Lanarkshire, there is a scheme that offers mediation before cases get to court.

Aside from these projects, mediators and information about mediation can be accessed by contacting Scottish Mediation via their Helpline or their website.

Initial Feedback

To date there is a very mixed picture across the Scottish Courts with different outcomes for parties in different Sheriffdoms. This has ranged from no change in some instances to parties being 'ordered' to mediation in others. Such variance makes it difficult for parties to know what to expect when going to court and Scottish Mediation is monitoring this and seeking a better application of the new rules.

So, what does the future look like?

Discussions are underway to map out how parties might better access mediation and how it could become a more integrated part of the system. From the perspective of Scottish Mediation there are several opportunities to do this and they could include: making mediation available as part of the court fee; having resolution centres based in every court that offer support on all aspects of dispute resolution and advice before and during the time cases go to court; and, establishing easy access to telephone and online mediation so that parties do not have to travel to court to resolve their disputes.

In looking at the opportunities that exist we shouldn't be afraid to learn from others and there are great examples of mediation integrated into civil justice systems across the globe that we can learn from in Scotland. Alberta in Canada and Ohio in the United States are just two that come to mind that work very successfully.

Such work will help us in Scotland to develop a truly Simple Procedure and perhaps be something that enhances our reputation for innovation by having a legal system fully focused on the parties.

Scottish Mediation News

Mediate 2017

Bookings are now open for Mediate 2017 which is being held in Glasgow this year. The event is a must for anyone interested in mediation and better conflict resolution.

This year's conference theme is 'Understanding the Dynamics'. This will allow us to explore

Internal and external dynamics affecting what happens in mediation;

The organisational dynamics that affect mediation;

The policy dynamics that impact on mediation;

The power dynamics and how they impact on mediation;

The dynamics of ethics as they affect mediation;

The workshop programme is currently being developed and a key part of the programme will be the opportunity to meet and network with delegates from all over Scotland.

To access bookings for the conference please click here.



GLASGOW | 6 NOVEMBER

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



Board Profile - Katie Souter

What is your day job?

I am currently a Trainee Solicitor at Shepherd and Wedderburn. I qualify in August when I will become part of the Rural Property and Business team at Shepherd and Wedderburn.

What motivates you to get up on a Monday morning?

I love my job. I find the law fascinating and love the challenges of life as a lawyer. I like to keep busy so my chosen career definitely suits me.

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

I am a new Trustee. I became involved after meeting Robin Burley at the International Mediation Competition at the University of Strathclyde. Robin told me a bit about what the Network does and it sounded like something I would be interested in! Since competing in the mediation competitions while I was at University, I have always had an interest in how mediation can be developed further. I'm excited to be a part of the Network and see how I can get involved in the promotion of mediation.



Katie at her first mediation competition in Dublin

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

Not really. I had been to a few Young Mediator Group meetings but had not been involved with the Network prior to being a Trustee.

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

So far I have been to one board meeting! It was really interesting as we saw a timeline of how mediation has developed over the last few decades. This led to a discussion about what has worked and what hasn't.

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

The main issue is not only for people to understand what mediation is and its benefits but how to access it. It's something I feel a lot of people don't understand and education on mediation plays a large role in its promotion.

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

I would change people's perception of mediation. Most people who use mediation are quite positive about their experience. It would be good to see this positivity more generally coupled with a willingness to embrace mediation.

What keeps you busy outside of work?

My daughter Millie. She is 16 months and always keeps me on my toes!

Scottish Mediation News

Autumn CPD

Scottish Mediation's next CPD will be on Equalities and Mediation.

The dates are:

3 October 10am-1pm, Edinburgh

23 October 1pm-4pm, Glasgow

25 October 1pm-4pm, Aberdeen

The session will be led by Amanda Heenan and Sam Tedcastle. Amanda is an experienced and passionate equality, inclusion and human rights professional. Sam has been working in mediation for 17 years focussing on civic mediation with particular work around immigration and cohesion.

For further details and to book click [here](#).

Welcome to Scottish Mediation

Scottish Mediation are delighted to welcome Matthew Alsop, Giles McNair and John Paton as new members.

Whether you are an organisation, a practitioner of mediation or someone interested in finding out more we have a range of memberships available which can be viewed [here](#).

Mediating Dangerously? Dancing with Opposites? A Revolution in Conflict?

Our very good friend, author of books with the titles alluded to above and inspiration to so many of us, Ken Cloke, will be back with us in September.

Ken, one of the leading writers and thinkers in the field of conflict, will join with Core's founder and senior mediator, John Sturrock, for a day of reflections on conflict, why it happens and how we can manage it.

We'll look at all kinds of disputes and differences and why they arise, from family to commercial, religious to political, local to international. We'll draw on experiences and examples from a rich catalogue. We'll focus on better dialogue and understanding our biases. And all in the appropriate setting of the Storytelling Centre in the heart of Edinburgh's old town.

We'll start with a networking breakfast and end with a glass of wine.

You can register here, with Early Bird rates and other special offers for you to bring colleagues and/or clients. There is also a special Scottish Mediation offer: a 50% discount for the first 10 places for Scottish Mediation members who are working in a voluntary capacity in the mediation field. To apply this special offer, please email Miriam Haboubi at Miriam.Haboubi@core-solutions.com, quoting Offer Code SMN1.

Venue: The Storytelling Centre, 43-45 High St, Edinburgh

Date: Friday 29 September 2017

Timing: Networking breakfast from 9am, event starts formally at 9.45am and concludes at 3.30pm



Workplace Employment Initiative Group

July 2017

Dear Scottish Mediation colleague

Our next meeting will be on Wednesday 4th October at the Anderson Strathern Office, George House, 50 George Square, Glasgow G2 1EH. Our main meeting will start at 2pm with a CPD extra session starting at 12.45pm.

Charlie Irvine, University of Strathclyde Neutrality and Activist Mediator

Charlie will cover a topic of great interest; how mediators address questions of neutrality particularly in the context of the 'activist mediator'. The session will touch on empowerment and change and the use of mediation to support those in conflict.

The optional extra CPD session at 12.45: When would you not start a mediation? And when would you halt a mediation? Including mediation (near) disasters I have known (about) – how to avoid or deal with, facilitated by Alun Thomas.

All meetings are open to Scottish Mediation 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