



In this edition of Collaborate	Page
Peer Mediation Moving Forward Meet Sarah Welsh and hear about her plans for Peer Mediation in Scotland.	1,2
Mediate 2017 Full programme announced, details on what's happening at this don't miss mediation event.	4,5
Welcome Ken Cloke John Sturrock examines how taking a hard line in conflict only leads to pyrrhic victories.	7,8
Scottish Mediation News News on courses, Simple Procedure and Board activity.	9
Board Profile Huw Owen gives an insight into his involvement in Scottish Mediation.	10
Workplace Employment Initiative group Details of next meeting.	11
Adverts from: Royal Institution of Chartered Surveyors, University of Strathclyde, Core Solutions, Scottish Community Mediation Centre.	

Young Talk Launches Its Next Project

Back in January 2015 when Scottish Mediation launched its Young talk project to promote Peer Mediation in schools the aims were clear, we aimed to;

- Develop their mediation skills (including general conflict resolution skills).
- Increase their confidence and general interpersonal skills (positive impact on mental health).
- Network (meet, learn from each other, establish best practice in peer mediation, and take peer mediation forward together).

Two years later our evaluation report stated;

Children and young people – and the school staff working with them – consider that learning how to, and practising peer mediation has helped them to develop their confidence and interpersonal skills across a wide range of contexts – school and elsewhere.

School staff also consider that peer mediation has a very positive impact on school life, notably in enhancing learning – including the Curriculum for Excellence; creating better relationships between pupils; reducing disciplinary referrals and suspensions from school; and freeing-up time for teachers.

What was more difficult for schools was re-sourcing the projects and sustaining the work over a longer period and through different cohorts of pupils.

Scottish Mediation are therefore delighted that a further two years funding have been received to allow further work to develop Peer Mediation in Scottish schools from Young Start delivered by the Big Lottery.



Over the next two years the aim is to create a sustainable best practice model for peer mediation which will in due course allow an extension across Scotland. The work so far suggests that a 'cluster' model is likely to be most successful, where young mediators are trained and supported not only by their schools but also by the wider community, including higher education institutions, local authorities and 'mediation champions' from other relevant organisations.

This approach will not only provide a deeper and wider support network for the key target group, it will also encourage closer connection between generations. The approach will also ensure young people will take a key role in building partnerships both in the school and in the wider community.

Mediation builds confidence and a broad communication skillset to help young people deal more effectively with conflict and other challenging social situations. This in turn can have a significant positive effect on both their mental and physical wellbeing.

In order to support a more extensive and sustainable impact, a key element of the project will be developing an online resource (co-produced with peer mediators) which will provide a comprehensive guide to setting up and sustaining a school mediation service. This will provide relevant, easily accessible information, reducing the need for more costly face-to-face support.

To take this work forward Scottish Mediation have appointed Sarah Welsh as our coordinator for the project. Sarah has extensive experience working with young people and in mediation and is already beginning to take the work forward. Commenting on her appointment Sarah said

"Whilst almost everyone we speak to thinks that peer mediation is an excellent idea there is still only a minority of young people and

teachers across Scotland who are trained in peer mediation, and even less schools which have sustainable mediation services running. We would like to address this gap by developing a best practice model for long-term development of mediation services in schools across Scotland. We would like every pupil in Scotland to be able to access peer mediation to resolve conflict in the future.

The reasons behind this aim are that peer mediation enables young people to resolve conflicts themselves rather than always relying upon teachers and other adults, and creates calmer learning environments by reducing conflict in the school. Peer mediation develops the confidence of young people to not

only deal with conflict itself but also other challenging situations that life throws at them and to manage social relationships and situations. Taking ownership and responsibility for social interactions, empowers young people and enables them to tap in to their own potential to change their lives for the better. Conflict

and diversity is present in every school around Scotland and peer mediation uses these already present elements of school life as tools for learning and development.

Mediation and conflict resolution are essential skills for the future, and skills that are often lacking amongst the adult population. By developing a best practice model over the next two years which can then be rolled out across Scotland, the Young Talk project could help to ensure these essential skills are developed at a young age and followed through into adulthood. This could have a massive impact upon human relations in Scotland in the future, making Scotland a calmer and more peaceful place to live."

Watch out for updates on how the work progresses. If you'd like to find out more contact sarah@scottishmediation.org.uk.



Peer Mediators in Scotland Getting Together



Benchmark your quality and expertise with the RICS ACRE™ Mediation Programme

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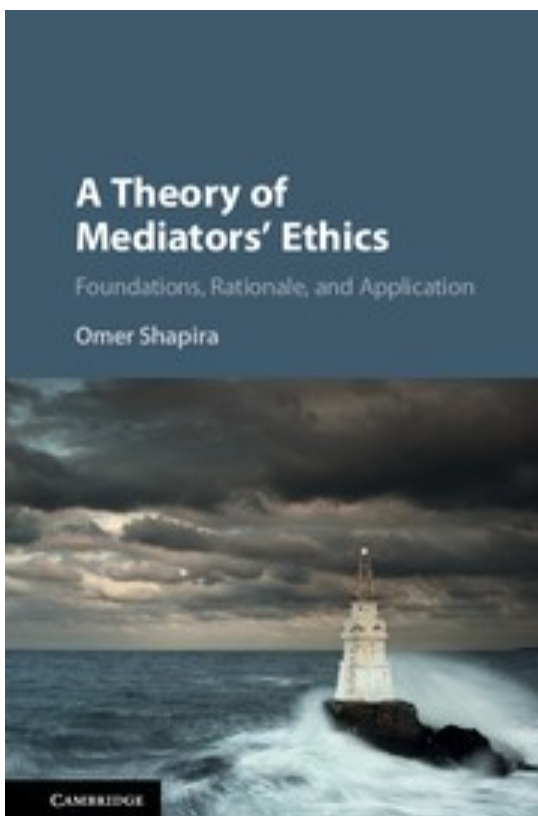
Mediate 2017

Keynotes and Workshop Programme Confirmed

Scottish Mediation are delighted to confirm the final line-up for Mediate 2017- Understanding the Dynamics.

One of the major dynamics of mediation is around ethics so we are delighted to welcome Omer Shapira author of *A Theory of Mediators' Ethics: Foundations, Rationale, and Application*.

In his book Shapira constructs a theory of mediators' ethics that produces a proposed model code of conduct for mediators - a detailed set of norms of mediators' ethics that can be rationally justified and defended with regard to mediators at large. At the conference he will look at the issues for mediators in Scotland and what the issues lie behind the code of practice and conduct that mediators use.



We are also delighted to present a keynote session exploring the dynamic of communications and the practices that work to persuade, overcome resistance and share decision-making when the parties are emotional and the conflict is high.

The keynote will be presented by Dr Rein Sikveland from the University of Loughborough, who along with Professor Elizabeth Stokoe has done significant research around why people agree to mediate. The session will be of interest to those beyond mediation indeed anyone interested in encounters between professionals and their clients, patients, colleagues or members of the public. In the session the key questions below will be addressed:

- What professionals do that cause conflict and resistance
- What communication strategies work in stressful conversations with highly emotional parties
- Why we're wrong about 'rapport'
- Which verbs lead to engagement in high stakes settings
- Why every word matters



Dr Rein Sikveland

Mediate 2017

Mediate 2017 Workshops

Our workshop programme examines a number of dynamics that affect mediation.

The Workplace Employment Initiative Group present a session on mediation with people on the autistic spectrum. The session will be delivered by Laurel Farrington

Are mediators born or made? Charlie Irvine. In 2013 Barbara Wilson and Charlie Irvine (Both from the University of Strathclyde) conducted online research into the characteristics of practising mediators. Nearly 200 practitioners completed their survey, including a number from Scottish Mediation. In this workshop they present their findings.

The impact of systems on mediation practice. Roseanne Cubitt and Sonia Bruce from Relationships Scotland will consider the influence of internal and external dynamics on the mediation process using the framework of a systems approach. The workshop will focus on family systems and participants will be encouraged to reflect on how a systems approach could inform mediation practice in their own particular field.

Humble Enquiry – the gentle art of listening instead of telling. Based on book Humble Inquiry – the gentle art of asking instead of telling (Edgar H Schein) 2013, Ewan Malcolm, Director of Relate North West London will provide insight into why Humble Enquiry should be of great interest to mediators and those dealing with conflict.

Complex group mediation, an active case study. Archie Waters will give participants and opportunity to work through a large and complex group mediation and to reflect on some of the challenges and opportunities presented.

Understanding conflict movement and "energies" for effective mediation and conflict resolution. Presented by Julius Erolin the workshop is based on recent research on the neuroscience of conflict and practices in martial arts (Tai Chi and Qigong), this workshop focuses on understanding and working with the "movement" and "energies" of conflict. This understanding will deepen our mediation practice and enhance our capacity to transform conflict.

To take advantage of early bird discounts (available until 30 September 2017) and for information about delegate rates please click [here](#).

Mediate 2017 is being held at Renfield St Stephens centre in Glasgow On Monday 6th November 2017.



GLASGOW | 6 NOVEMBER



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

e: hass-pgt-enquiries@strath.ac.uk
 t: 0141 444 8600

Welcome Ken Cloke

John Sturrock

Core Solutions is delighted to welcome Ken Cloke back to Edinburgh on Friday 29 September. Ken will be joining our senior mediator, John Sturrock, in conversation about conflict and how we can manage it in our own lives and work - and in a broader global context. We meet in the Storytelling Centre in the heart of Edinburgh's Old Town, and the day will draw on Ken and John's extensive experiences in the field of mediation and conflict resolution.

This promises to be an enlightening and thought-provoking event. Ken and John will discuss why conflict is such a common part of our lives, and the



current scientific and psychological research on how our brains work. They will draw on their own experiences as mediators and, among many topics, will discuss how framing and cognitive bias affect the conflicts we find ourselves in, exploring how we can better understand ourselves and help those in conflict to achieve mutually beneficial resolutions or "win-win" outcomes.

Current political dialogue can often have a very hostile tone, and Ken and John will discuss the value of changing this approach in civic discourse. While difference and disagreement are essential parts of active citizenship, personal hostility, and the

Core's Flagship Mediation Training Course: Using Mediation Skills as a Professional

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

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

"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."

core

Spring School: Using Mediation Skills as a Professional*

26-28 March 2018 (CPD: 24hrs+)

Module 2: Building Mediator Competence

26-27 April 2018 (CPD: 16hrs+)

Module 3: Assessment

24-25 May 2018 (CPD: 16hrs+)

Registration now open with early bird rates available

*The Spring School is available as a free-standing three-day course. It is also a prerequisite, as Module 1, for attending modules 2 & 3.

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

Welcome Ken Cloke cont'd

John Sturrock

idea that there is a single political truth, is often unhelpful and can get in the way of solving our most serious local and global problems.

Ken, who works with the Centre for Dispute Resolution in Santa Monica, California, is recognised as a pioneer in our field, having written more than 10 books on conflict resolution and mediation, and worked on mediation in more than 20 countries. He is co-founder of Mediators Beyond Borders.

John is founder and chief executive of Core, a Distinguished Fellow of the International Academy of Mediators and is also a founder of Collaborative Scotland, which promotes respectful dialogue in civic and political discourse. He was recently appointed a Visiting Professor at the University of Edinburgh. Like Ken, in addition to an extensive mediation practice, he has facilitated many high-level political and policy dialogues

Our morning questions will be "Why is Conflict Such a Normal Part of our Lives?" and "How can we Reduce Hostility in Political Conflicts?" After lunch and reflection, we will continue discussing specific areas of conflict in our work and lives, including family, workplaces, organisations and religion and conclude with an exploration of approaches to solving the big global problems.

We start with a networking breakfast at 9am, and end with a glass of wine at 3.30pm. Participants are welcome to register for the full day, or separately for the morning or afternoon sessions.

Please join us! There are some special prices. Full information can be found in our brochure [here](#), and you can register on the [Core Solutions website](#).

Five-Day Mediation Skills Course Edinburgh, 22, 23, 29, 30 November + 6 December 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 infoscmc@sacro.org.uk Course Fee is £600 per participant

Scottish Mediation News

Autumn CPD

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

The CPD sessions will be run by Amanda Heenan and Sam Tedcastle and will consider Equality and Diversity in Mediation. The key objectives of the session are to:

- build shared understanding and definitions
- consider access and inclusion to mediation; what are the barriers and how do we address them?
- consider non-western conflict resolution models
- explore case studies and participants experiences

Mediators will have an opportunity to explore their own experiences of mediating with diverse groups and to consider how their own identity may impact on their practice. This CPD event is suitable for new and experienced mediators in any mediation discipline

The dates are:

3 October 10am-1pm, Edinburgh
23 October 1pm-4pm, Glasgow
25 October 1pm-4pm, Aberdeen

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

Welcome to Scottish Mediation

Scottish Mediation are delighted to welcome Donald Campbell and Lynn Marr 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](#).

Scottish Mediation Annual General Meeting

The Scottish Mediation AGM is taking place on Monday 16th October 2017.

We are delighted to be able to welcome experienced Employment Judge Joseph d'Inverno to speak at the AGM. Judge d'Inverno will address the meeting on his views and experience of the use of mediation in the employment tribunals. This will have relevance to not only tribunal users but also to those looking to explore the use of mediation under the new Sheriff Court Simple Procedure and in future reviews of Court Rules.

Judge d'Inverno also holds appointment as a Judge of the County Court in England and Wales, sitting on the North-East Circuit and currently serves as the Lord President's member of the Scottish Civil Justice Council.

The AGM commences at 4pm and the talk at 5pm. Both the AGM and talk are open to members and non-members, if you would like to attend please email admin@scottishmediation.org.uk

Workplace Mediation Course

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.

The course will run on 11/12th December 2017 and be presented by Carol Hope and Jeremy Scuse. If you are interested in attending please email admin@scottishmediation.org.uk

Board Profile - Huw Owen

What is your day job?

I'm a freelance communications and change consultant and having worked with BBC News for many years and also UNICEF and Ofcom, I'm looking for places where I can use my broadcasting and leadership experience to help make a useful contribution to public life in Scotland.

What motivates you to get up on a Monday morning?

At this stage of my career, it is rich and varied! Sometimes, it's to discuss a new project with contacts, sometimes an early morning swim or a dog walk. I often start the day with some meditation to help me maintain a perspective on life and support my mental health.

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

I've been a Trustee for just over a year and am fascinated by the role of emotional intelligence in the workplace and beyond. Building strong and supportive relationships is crucial to personal and professional success and contentment. I was keen to learn more about the way the complementary skills of listening and coaching are being used in mediation to reduce conflict and help create new solutions and positive futures for both organisations and individuals.

Did you have any prior knowledge of or involvement with Scottish Mediation before?

I had no prior involvement with Scottish Mediation but it has been a hugely interesting experience in learning the dynamics of working with a Board and sharing our range of views and experiences.

What have been the highlights of your involvement with Scottish Mediation?

I'm most interested in the work with youth peer mediation. Young people can often feel isolated or lacking in confidence at a crucial stage of their lives. Building vital social and interpersonal skills in a supportive environment can be incredibly useful to helping them make the transition through education into happy and fulfilling lives.

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

As a communication specialist, I think it is hard for the organisation to get the message across about how powerful mediation interventions can be. The sensitive situations in which mediation can help means it is hard to get people to share those compelling first hand stories of success which can persuade more people of its value in supporting not only individuals but more effective public services.

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

I hope I can help build an ever more effective network of support for mediators so they in turn can inspire and support others to make use of these undervalued life skills.

What keeps you busy outside of work?

Like Graham, I am an enthusiastic cyclist and love the great outdoors. I feel most at home on a links golf course (Machrihanish), on or in the sea or up a hill. After what seems like a lifetime of near misses, I recently traversed the Aonach Eagach ridge in Glencoe, one of the most exhilarating of my many outdoor adventures across Scotland.



Workplace Employment Initiative Group

September 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