



ONLINE | 15-16 NOVEMBER

Presented by

scottish
mediation

Become a member today!

Join Scottish Mediation and contribute to the future of mediation in Scotland.

Get up to date CPD and learn from fellow mediators.

Get experience through co-mediation

Why Scottish Mediation?

Scottish Mediation aims to promote the benefits of mediation and encourage its use throughout Scotland. We also support the development of mediation practice standards and hold the Scottish Mediation Register of accredited mediators. Whether you are thinking about becoming a mediator, are working towards accreditation or simply want to learn more or have a say in the development of mediation in Scotland, membership is for you.

Our Member Benefits Include -

Opportunities to Share and Learn

Free and Discounted Events

Mediation referrals

(Mediators registered on the Scottish Mediation Register only)

Opportunities to co-mediate - members who have completed the appropriate mediation training can join a volunteer panel and co-mediate with an experienced practitioner in order to gain experience towards accreditation with the Scottish Mediation Register.

Exclusive Networking

Regular *Collaborate* Newsletters

Free or reduced cost advertising

Member Resources

Low cost mediator insurance

Support for Professional Standards through the Scottish Mediation Register second tier complaints process

How to Join

We have a range of membership packages available for both individuals and organisations. Whether you are thinking about becoming a mediator, are an experienced practitioner or simply want to learn more and support mediation, we have a package to suit. Your package can also include a listing on the Scottish Mediation Register. Please contact us at admin@scottishmediation.org.uk or phone us on 0131 556 1221 and we can discuss which package is best for you. Costs range from £20 for individuals to £95 for organisations.

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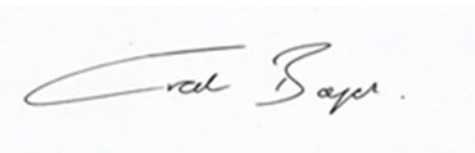
Welcome

We would like to extend a warm welcome to everyone who is attending Mediate 2021. This year our theme is Changing the Frame, Framing the Changes. In it we explore how we influence peoples view of mediation and the positive things we can do to make people think mediation is for them. That message goes across a range of areas of practice of mediation whether it be in the workplace, around equalities, the platform we deliver mediation, the language we use, new areas of practice and finally what we do next.

The conference is happening at an exciting time for mediation in Scotland. The Scottish Government programme for 2021-22 'A Fairer Greener Scotland' includes a commitment to increasing the use of mediation which we very much welcome. We have just completed a two week partnership with the Centre for Good Relations and A Place for Hope where over 40 volunteers were out and about everyday as part of the Keeping Our Cool project at COP26. It was a great success.

Scottish Mediation was also delighted last week to deliver our first in person peer mediation training with school pupils since the start of the pandemic. It feels like we are now beginning to get to a stage where in person events are becoming more common. What that means for mediation is a big question, one which we'll be looking at in the conference. Over the last year we've held a number of great events online and I suspect that as we move forward we'll continue to do so and depending on the advice from government we'll look at in person events too.

A lot of people have put a tremendous amount of work into organising the conference. There is the staff team at Scottish Mediation of Clare Jackson, Heather Zajac, Kathryn Hilditch and May Millward and also all of our fantastic speakers and workshop presenters. Thanks also to Nairn's for sponsoring the biscuits and to all of our conference delegates ,without whom the conference would not be happening.



Graham Boyack
Director
Scottish Mediation



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Take the Mediators Green Pledge and reduce the impact on the climate of each mediation we conduct.

Look out for Scottish Mediation's event, coming soon, where we'll talk about what we can do to make a difference.



**To view the pledge and sign up
Click [here](#).**



Our Keynote Speakers

David Liddle

David Liddle, CEO of the TCM Group and author of *Managing Conflict and Transformational Culture*. David has had a long involvement in mediation setting up the TCM Group to, amongst other things, provide workplace mediation. One of the key things he has been responsible for developing is the idea of a resolution policy for organisations which encourages early dispute resolution and the use of dialogue and mediation. In his most recent book '*Transformational Culture*' he looks at the benefits for organisations in adopting such policies that go beyond HR and to the core of business. David's latest book is available [here](#).



Liz Stokoe

Liz Stokoe Professor of Social Interaction at Loughborough University. Her recent research relates to what many view as core aspects of mediation practice, rapport building and the use of open questions. Liz's earlier work using conversation analysis has helped to understand how we promote mediation and some of the key things to remember so that we don't put people off too.



Dr Anna Howard

Dr Anna Howard author of *EU Cross-Border Commercial Mediation: Listening to Disputants - Changing the Frame; Framing the Changes*. Anna's research for her book drew her to the conclusion that trying to engage people in mediation with the idea that it is an alternative to litigation does not work effectively. However promoting mediation as an assistance to and kick start for negotiation is much more effective. In the session the aim is to understand Anna's work and then to look at how we apply the lessons to other areas of mediation, hence the phrase *Changing the Frame, Framing the Changes*. Anna's book is available [here](#) (special 25% discount—code 25CBCM21).



Other Conference Sessions

Workshop: Diversity and Mediation—how are we doing in Scotland?

Amanda Heenan (SM Board) and Graham Boyack (SM Director)

Scottish Mediation has agreed that over the next three years we aim to better reflect the diversity of the population we serve, and in doing so capture the diversity of thinking and practice that would bring.

This interactive workshop will update on Scottish Mediation's progress and what this means for mediators in Scotland. We will facilitate the sharing of insight from what people are seeing and hearing in their practice and from that identify areas where Scottish Mediation can lead improvements for everyone involved.

Amanda Heenan is the founder of Arc of Inclusion. Amanda is an experienced and passionate equality, inclusion and human rights professional, with a Law Masters (LLM) in employment and equality law. She has particular expertise in bringing the principles of equality, diversity and inclusion to life, with a focus on practical and meaningful application through collaboration and engagement.

Panel Discussion: What have we learned from mediating online and what can we learn for the future?

Rosanne Cubitt - Head of Professional Practice – Mediation, Relationships Scotland

Stephen Chubb - Case Investigations Manager, Scottish Legal Complaints Commission

Craig Cathcart - Senior Lecturer, Queen Margaret Business School

Our panel featuring Rosanne Cubitt from Relationships Scotland, Stephen Chubb from the Scottish Legal Complaints Commission and Craig Cathcart from Queen Margaret University will lead a session exploring what the explosion in online mediation has taught us about mediating online, how it's been for mediators and the parties and what role online will play in the future.

Rosanne oversees the training and practice standards of the 90 family mediators working throughout the Relationships Scotland network and leads on strategic developments and new initiatives. Rosanne has worked for the organisation since 2003. She is a Registered and experienced family mediator working directly with families in South Lanarkshire and Lothian. Rosanne is also trained to provide Direct Consultation with Children as part of the family mediation process. Rosanne previously managed the Relationships Scotland training courses for family



mediators and regularly facilitates training on the National Continuing Professional Development Programme.

Stephen attended the University of Canterbury in New Zealand and graduated with an LLB and BA in English Literature before embarking on a 10-year career in legal publishing working for Thomson Reuters in Wellington, London and Edinburgh. During the next 10 years Stephen worked in legal practice as a Partner of a law firm in New Zealand, specialising in private client work and dispute resolution in the area of family law. He is currently a Case Investigations Manager at the Scottish Legal Complaints Commission in Edinburgh where he oversees the Commission's mediation service.

Craig is a Senior Lecturer at the Queen Margaret Business School. Craig is an experienced academic lawyer who teaches across a range of dispute resolution, business and law subjects. He is an academic manager with a substantial background in learning, teaching, research and knowledge exchange projects. Craig is a member of the Law Society of Scotland's Regulatory Committee and Consumer Law Sub-Committee. He is also a trustee of Edinburgh Napier Students' Association, and served as a director of Citizens Advice Edinburgh. Craig acts as a mediator linked to Glasgow and Edinburgh Sheriff Courts.

Workshop: Peer Mediation in Argentina—How does it work and what can we learn?

Maria Teresa Clerici—Teacher, Lawyer, Mediator and Researcher, Argentina

In this workshop we will have the pleasure of hearing from Maria Teresa Clerici a Teacher, Lawyer, Mediator and Researcher based in Buenos Aires, Argentina. Teresa became a civil and educational mediator in 1997 and since then has worked as a civil and school mediator, training staff, teachers and professors in different educational settings on issues related to school mediation and a whole-school approach to non-violent conflict resolution. She trains people in both public and private schools and in different ways, in person and remotely.

In this workshop, we will have a chance to hear about the work Teresa carries out in Argentina and why she believes that children and young people need to develop social skills and learn as much negotiation, communication & mediation techniques as possible, in order to be ready to choose to deal with interpersonal conflicts in a non-adversarial way.

We will also have the opportunity to look at the similarities and differences with the approach we take here in Scotland and to think about how we might encourage the wider development of conflict-resolution and mediation skills for young people.



Workshop: The Future of Community Mediation - Victoria Harris CEO of Mediation Hertfordshire will introduce their recent report Transforming Community Conflict

Victoria Harris—CEO at Mediation Hertfordshire

Victoria Harris, a fellow of the RSA, is CEO at Mediation Hertfordshire, a community mediation organisation offering mediation to those experiencing disputes in the community, within the family and in the workplace. 191 mediation cases were delivered by Mediation Hertfordshire in 2020, by 49 volunteer mediators coming from a wide variety of backgrounds.

Victoria has a first class law degree from the University of East Anglia and a Master's degree in law from King's College London.

Prior to moving to the community mediation sector in 2013, Victoria spent 15 years working as a solicitor and partner in private practice as a criminal defence solicitor and in a family law department before spending most of her time in the legal profession advising employers and employees on employment law.

Victoria is author of the 2021 Report 'Transforming Community Conflict', a Report that seeks to illuminate the benefits of community mediation to individuals as well as the systems of housing, health and community safety that serve them. Victoria hopes that the Report will enable more people who are suffering with conflict being able to access the support that they need .

To read the report click [here](#).



Forthcoming Events

Workplace Conversion Course

February : 8th & 9th 2022

Practical and interactive two day course introduces mediators experienced in other fields to the problem of workplace disagreement and conflict. Led by Jeremy Scuse and Carol Hope.



It is an opportunity for established mediators with experience in Community, Family or other mediation to widen their field of competence in both a practical and theoretical way.

The training will take place online via Zoom.

Peer Mediation Training for Trainers

18th and 19th January 2022, 9.30—12

This interactive training will give participants the opportunity to develop an understanding of peer mediation and how to deliver it with young people aged 10-18 in a variety of different settings.

The training will take place online via Zoom.

For more information on these events please contact:

admin@scottishmediation.org.uk



Conference Programme

Day 1—Monday 15th November

- 9am** **Registration and meet your fellow delegates**
- 9.30—10.30** **Keynote**
David Liddle, Transformational Culture
followed by Q &A
- 10.30-10.40** **Break**
- 10.40-11.40** **Workshop**
Diversity and Mediation - how are we doing in Scotland?
- 11.40-11.50** **Break**
- 11.50-12.50** **Panel Discussion**
What have we learned from mediating online and what can we learn for the future?
Rosanne Cubitt, Stephen Chubb and Craig Cathcart
followed by Q & A

Closing Remarks

Conference Programme

Day 2—Tuesday 16th November

12.30pm **Registration and meet your fellow delegates**

1.00—2.00 **Keynote**
Liz Stokoe, Rapport Building and Open questions?
followed by Q&A

2.00-3.00 **Workshops**

Peer Mediation in Argentina
The Future of Community Mediation

3.00-3.10 **Break**

3.10-3.40 **The Mediators Green Pledge**

3.50-4.50 **Keynote**
Dr Anna Howard, Changing the Frame, Framing the
Changes
followed by Q&A

Closing Remarks