




The following information is accurate to the best knowledge of Scottish Mediation. Please contact training providers directly for information about the training that they offer and the costs associated with it.

Scottish Mediation has commenced an accreditation scheme for mediation training courses. Accredited courses can be identified by the inclusion of the Scottish Mediation Register Accredited logo beneath the training provider name.

Provider name	Course name	Area of mediation
<p>University of Strathclyde            Email: <a href="mailto:hass-courses-igpp@strath.ac.uk">hass-courses-igpp@strath.ac.uk</a>            Call: 0141 548 3738</p> 	<p>MSc, LLM, PG Certificate and PG Diploma in Mediation and Conflict Resolution</p>	<p>Course provides</p> <ul style="list-style-type: none"> <li>• Specialised knowledge and practical mediation and negotiation skills</li> <li>• Potential career advancement</li> <li>• A further academic qualification as tangible evidence of expertise</li> <li>• A rigorous, multi-disciplinary perspective on conflict</li> <li>• Opportunities for further research</li> <li>• Gain experience through the Law School Mediation Clinic</li> </ul> <p>Teaching over two semesters with evening, weekend, online and personal learning. Part time also available.</p>
<p>University of St Andrews            E-mail: Nicola Balloch  <a href="mailto:mediation@st-andrews.ac.uk">mediation@st-andrews.ac.uk</a>            Call: 1334 464117            Visit: <a href="https://www.st-andrews.ac.uk/hr/edi/mediation/">https://www.st-andrews.ac.uk/hr/edi/mediation/</a></p> 	<p>5-Day Mediator Training Course</p>	<p>Teaching over two semesters with evening, weekend, online and personal learning. Part time also available.</p> <p>This is a 5-day course (inclusive of assessment) consisting of pre-course reading and 40 hours of learning, which includes a minimum of 20 hours of practical experience, trainer input and home-study.</p> <p><b>Aim:</b> To provide participants with a clear theoretical and practical training course in mediation skills measured against Scottish Mediation's <a href="#">Guidance on Mediator Competency</a>.</p> <p><b>Objective:</b> For participants to feel confident in their knowledge, skills, and ability to mediate disputes in accordance with the Scottish Mediation <a href="#">Practice Standards for Mediators</a> and <a href="#">Code of Practice</a>.</p> <p><b>Learning outcomes:</b> On completion of the course participants will have gained: -</p> <ul style="list-style-type: none"> <li>• An understanding of conflict theory</li> <li>• Awareness of personal responses to conflict and different conflict management styles</li> <li>• An understanding of the basic principles underpinning mediation</li> <li>• A theoretical understanding of how and why mediation works</li> </ul>

		<ul style="list-style-type: none"> <li>• Enhanced communication and negotiation skills</li> <li>• Practical experience in using mediation skills and techniques</li> <li>• An understanding of the role of a mediator and how a mediator works</li> <li>• An understanding of the importance of reflective practice and CPD (Continuing Practice Development)</li> <li>• An understanding of how mediation fits with current employment legislation</li> <li>• An overview of different models of mediation and contexts</li> <li>• An understanding of cultural differences and how this affects mediation</li> <li>• An understanding of equality and diversity issues and the ethics of mediation</li> <li>• Knowledge of how mediation fits within the Law</li> </ul> <p>Knowledge of relevant Scottish Mediation practice guidelines and competencies</p>
<p><b>RICS</b>            Email: <a href="mailto:drsscotland@rics.org">drsscotland@rics.org</a>            Call: +44 (0)131 240 0832            Website: <a href="http://www.rics.org">www.rics.org</a></p> 	<p><b>RICS Accredited Mediation Training</b></p>	<p>The full training programme consists of five full days divided into two separate modules. It is designed to help delegates build their negotiation skills, giving them the opportunity to practise management of disputing parties, as well as techniques for avoiding conflict escalation.</p> <p>Module One - A three-day course that will provide the baseline essentials to enable delegates to develop and expand their skills.</p> <p>Module Two - Delegates will participate in individual case studies, acting as mediator alone for the full hour with trainer led and peer feedback. Candidates will also be required to submit a written assignment. Full attendance of module one grants a certificate in mediation. Successful completion of both modules of the training programme brings RICS accreditation as a mediator and candidates will be entitled to have their name listed on the <a href="#">RICS Register of Accredited Mediators</a></p>
<p><b>Place for Hope</b>            E-mail: <a href="mailto:ruth.harvey@placeforhope.org.uk">ruth.harvey@placeforhope.org.uk</a>            Call: 07884 580 357            Visit: <a href="http://www.placeforhope.org.uk">www.placeforhope.org.uk</a></p>	<p><b>Faith in Change and Conflict</b></p>	<p>6-day SMR accredited course focussed on leaders in faith communities</p> <p>The course consists of four modules delivered over two, three-day blocks of teaching and is for all in leadership (ordained, lay, formal, informal) in churches and faith communities. It is designed to support those who want to deepen their learning about conflict, change and transition in faith</p>



contexts, in order to strengthen their skills base for local application.

In order to achieve status as an accredited Place for Hope Practitioner, participants then have to complete a skills assessment programme, and on successful completion, commit to regular Continuing Professional Development and Supervision.

Course Modules:

Unit 1: Introduction to Conflict Transformation and Personal Development

Unit 2: Communication and Facilitation Skills

Unit 3: Conflict and Mediation Skills

Unit 4: Conflict in the Context of Faith

The course is delivered through a mixture of theory, practice and personal reflection time. The course aims to enable new learning and provide the participants with skills and resources for individual or church/faith-based ministry in the areas of change and conflict.

**Catalyst**  
 Email: [jeremy@catalystmediation.co.uk](mailto:jeremy@catalystmediation.co.uk)  
 Visit: [www.catalystmediation.co.uk](http://www.catalystmediation.co.uk)  
 Call: 07733883543 or  
 0845 094 8297



**6 Day Basic Skills Course**  
  
**2 Day Negotiation**  
  
**2 Day Workplace Conversion Course for Mediators**  
  
**2 Day Difficult Conversations**

Basic Skills for all Mediators  
  
 Introduction to Principled Negotiation  
  
 Principles & Practice of Workplace Mediation  
  
 Introduction to Conflict, Active Listening and Principled Negotiation

**Queen Margaret University**  
 Email: [cgill@qmu.ac.uk](mailto:cgill@qmu.ac.uk)  
 Call Admissions - 0131 474 0000  
 or  
 Chris Gill - 0131 474 0000




**MSC, PG Diploma and PG Certificate in Dispute Resolution**

- Online course for those interested in how to resolve disputes
- Focus on consensual dispute resolution methods, such as mediation, negotiation, and complaint and ombuds techniques
- Taught by an expert team of practitioners and academics
- -Accredited by the Scottish Mediation Network

EXIT AWARDS: MSc (180 credits)/ PgDip (120 credits)/ PgCert (60 credits)

Delivery: Online learning. The course also includes an optional campus based element for those wishing to qualify as mediators.

		<p>Single Modules: Register as an associate student to study single modules in areas of interest.</p> <p>Duration: Full time MSc students are normally expected to complete the course within 1 year. Part time students are normally expected to complete the course within 3 years.</p>
<p><b>The Mediation Partnership</b>          Visit: <a href="http://www.mediationpartnership.co.uk">www.mediationpartnership.co.uk</a>          Call: 07950 395276</p> 	<p><b>4-Day SMR Accredited Mediator Training Course + Half Day Assessment</b></p> <p><b>2-Day Dealing Effectively with Conflict in the Workplace</b></p> <p><b>1-Day Introduction to Mediation Skills</b></p> <p><b>1-Day Facilitating Group Mediations</b></p> <p><b>2-Hour Lunch &amp; Learn Mediation Awareness Sessions</b></p> <p><b>Monthly CPD Sessions</b></p> <p><b>Supervision &amp; Mentoring</b></p> <p><b>Bespoke Courses</b></p> <p><b>Conflict Coaching</b></p>	<p>General skills for all mediators</p> <p>4-Day Mediator Training course</p> <p>For those in management, HR or supervisory roles.</p> <p>For anyone new to mediation</p> <p>For mediators wishing to enhance their skillset and those in team leader/management roles</p> <p>To raise awareness of the uses and benefits of mediation amongst key organisation personnel          Regular training for new and established mediators</p>
<p><b>Core Solutions</b>          Email: <a href="mailto:info@core-solutions.com">info@core-solutions.com</a>,          Visit: <a href="http://www.core-solutions.com">www.core-solutions.com</a>          Call: 0131 524 8188</p> 	<p><b>Mediation, Negotiation and Conflict Management Skills Training</b></p>	<p>This course runs twice a year, in the Spring and in the late Summer/Autumn. Module One (The Spring School or the Residential Summer School) is an intensive three day introduction to the foundation skills for effective conflict management, negotiation and mediation in commercial, workplace and organisational settings.</p> <p>The Spring School or the Residential Summer School (CPD: 24+ hours) is available as a free-standing three-day course. It also serves as Module One for those looking to take the Assessment Module (CPD: 32+ hours) to achieve Core's highly-valued Certification of Competency in Mediation Skills.</p>

		<p>The course consists of interactive and practical learning of skills and techniques, supported by Core's highly skilled and experienced coaches. The course includes workshops each day using case studies, role play, demonstrations, video feedback and one-to-one coaching. Contact Core for more details.</p>
<p><b>The Centre for Good Relations</b> Abdul Rahim Email: <a href="mailto:abdul@centreforgoodrelations.com">abdul@centreforgoodrelations.com</a> Call: 07960 683328</p> 	<p><b>Six-Day Civic Mediation Theory and Practice Course</b></p>	<p>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</p> <p>Module One will 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. Module two will focus on developing skills in group facilitation techniques used in the various stages of a multi-party mediation process.</p>
<p><b>Calm</b> Visit: <a href="http://www.calmScotland.co.uk/contact">www.calmScotland.co.uk/contact</a></p>	<p><b>Foundation Family Mediation Training for solicitors</b></p>	<p>Family Mediation</p> <ul style="list-style-type: none"> <li>• Total of six and a half days training by way of two full day modules, three half day modules and one three day core mediation training course</li> <li>• Modules include Theory and Practice of Effective Negotiation, Adult Dynamics and Reaction to Loss, Advanced Negotiation Training, Child Development, and Children's Reaction to Separation</li> </ul> <p>Completion of all modules and the core training is required for accreditation with the Law Society of Scotland.</p>
<p><b>Coaching and Mediation Plus</b> Visit: <a href="http://www.eilishgarland.com">www.eilishgarland.com</a> Email: <a href="mailto:eilish@eilishgarland.com">eilish@eilishgarland.com</a> Call: 07881 558216</p>	<p><b>Effective Complaints Management and Conflict Resolution Training</b></p> <p><b>Mediation Skills Training</b> <b>Coaching Skills Training</b></p>	<p>Education: Scottish Councils, Schools -State and Independent sectors, Universities and Colleges</p> <p>Workplace: Continuing Professional Development</p> <p>1 day seminar – Maximum 18 people (cost per person dependent on numbers)</p>

<p><b>Hope Mediation</b>          Carol Hope          Email: <a href="mailto:hopedmediation@aol.co.uk">hopedmediation@aol.co.uk</a>          Visit: <a href="http://www.hopedmediation.org.uk">www.hopedmediation.org.uk</a>          Call: 07917414009</p>	<p><b>The Art of Mediation</b></p> <p><b>Peer Mediation</b></p>	<p>Foundation Mediation Skills</p> <p>Young people in education          Young people in youth groups          Young people in badged organisations          Youth workers</p>
<p><b>Lawtalks CIC</b>          Visit: <a href="http://www.lawtalks.co.uk/Lawtalks">www.lawtalks.co.uk/Lawtalks</a>          Call: 07943 160 955</p>	<p><b>Various - please see website</b></p>	<p>Various - please see website</p>
<p><b>Relationships Scotland</b>          Visit: <a href="http://www.relationships-scotland.org.uk/">http://www.relationships-scotland.org.uk/</a>          Call: 0845 119 2020</p>	<p><b>Certificate in Family Mediation (Accredited)</b></p> <p><b>Certificate in Family Mediation (Registered)</b></p> <p><b>Certificate in Mediator Supervision</b></p> <p><b>Direct Consultation with Children in Mediation</b></p>	<p>The CFM (A) is the foundation training for mediators in Local Services affiliated to Relationships Scotland. The course includes 55 hours of facilitated learning, distance learning, assessed skills practice, assessed mentored co-mediation practice and supervision within Local Services. This part-time course is professionally validated by the College of Mediators and has academic credit rating with Edinburgh Napier University (25 credits at SCQF Level 9)</p> <p>The CFM (R) builds upon the learning from the CFM (A) and integrates learning from mediation practice with further academic study and specialist training on a range of topics including advanced skills and alternative models and theories. This part-time course is professionally validated by the College of Mediators and has academic credit rating with Edinburgh Napier University (25 credits at SCQF Level 9)</p> <p>The cost of these courses is funded jointly by local services affiliated to Relationships Scotland and the national office, although students may be asked to make a contribution.</p> <p>Further information can be found at:  <a href="http://www.relationships-scotland.org.uk/about-us/training-and-cpd/train-as-a-family-mediator">http://www.relationships-scotland.org.uk/about-us/training-and-cpd/train-as-a-family-mediator</a></p> <p>The CMS equips participants with the skills, understanding and self-awareness to supervise family mediators. The course consists of 20 taught hours and participants are required to carry out two assignments, complete relevant reading, and deliver ten sessions of supervision.          Contact: 0845 119 2020.</p> <p>The DCCM course aims to equip experienced family mediators with the practice skills, knowledge and</p>

	<p><b>Continuing Professional Development</b></p>	<p>understanding required to be competent to work directly with children and young people within the family mediation process. It incorporates Distance Learning, Facilitated Learning over two days, learning from practice and completion of a written assignment. Contact: 0845 119 2020</p> <p>A National Programme of CPD events are delivered throughout the year for family mediators and relationship counsellors. Further information can be found at:  <a href="http://www.relationships-scotland.org.uk/about-us/training-and-cpd/cpd-events">http://www.relationships-scotland.org.uk/about-us/training-and-cpd/cpd-events</a></p>
<p><b>Robert Gordon University</b>  <a href="http://www.rgu.ac.uk/areas-of-study/subjects/law/study-options/postgraduate">http://www.rgu.ac.uk/areas-of-study/subjects/law/study-options/postgraduate</a></p>	<p><b>Post Graduate Certificate in Mediation</b></p>	<p>For those wishing to study general mediation skills and theory as well as exploring commercial, employment and family mediation in more depth. This course is delivered by way of distance learning and a 5 day compulsory on campus workshop.</p>
<p><b>Rowan Consultancy</b>            Visit: <a href="mailto:Rachel.weiss@rowan-consultancy.co.uk">Rachel.weiss@rowan-consultancy.co.uk</a>            Call: 44(0)1738 562005            Website: <a href="http://www.rowan-consultancy.co.uk">www.rowan-consultancy.co.uk</a></p>	<p><b>Mediation Skills</b></p>	<p>Workplace Mediation</p> <p>A two day course, which can be delivered in-house, giving staff mediation skills to use for informal resolution of disputes e.g. in facilitated discussions. Participants are usually a mix of HR, managers, union reps who want to develop their conflict resolution skills. This course does not qualify you as a registered mediator, instead it gives you mediation skills to enhance your existing role at work.</p> <p>This course runs as an open course in Perth every autumn, please see our website <a href="mailto:www.rowan-consultancy.co.uk">mailto: www.rowan-consultancy.co.uk</a> for the next course dates.</p>
<p><b>Sacro Mediation Services</b>            Visit: <a href="http://www.scmc.sacro.org.uk/">www.scmc.sacro.org.uk/</a>            Call: 0131 624 5400</p>	<p><b>Conflict Resolution Workshop</b></p>	<p>Community/Street            Neighbour Disputes            Relationship breakdowns            Children with additional needs disagreement with schools            All types of Mediation.</p>
<p><b>Scottish Community Mediation Centre</b>            Visit: <a href="http://www.scmc.sacro.org.uk">www.scmc.sacro.org.uk</a>            Call: 0131 624 9200</p>	<p><b>Mediation Skills (SCMN Accredited and Credit-Rated by the SCQF at level 6)</b></p> <p><b>Young People/Families Mediation Skills</b>  <b>Peer Mediation</b></p>	<p>Community/neighbour            Generic mediation</p> <p>Community/Homeless</p>

<p><b>The Scottish Centre for Conflict Resolution</b> Email: <a href="mailto:sccr@cyrenians.org.uk">sccr@cyrenians.org.uk</a> <a href="http://www.scottisconflictresolution.org.uk">www.scottisconflictresolution.org.uk</a> Call: 0131 475 2345</p>	<p><b>Understand, Communicate &amp; Resolve:</b> conflict resolution training offered <i>free</i> across Scotland to <i>staff</i> working with families in conflict.</p>	<p>Organisations working with families in conflict/ Parents/Young people</p>
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