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New Code of Professional Conduct for Mediators Published

Over the past two years Scottish Mediation has been consulting on proposals for a new Code of Professional Conduct for Mediators in Scotland.

Coming on the back of updated Practice Standards for Mediators published in 2022, the new Code is part of ongoing work by Scottish Mediation to promote excellence in mediation.

By doing so we are giving confidence to users of mediation in Scotland that when they engage a mediator from the Scottish Mediation register that they can expect those mediators to be well qualified to undertake cases, be up to date with the latest developments in practice and to follow a professional code that outlines the conduct users of mediation can expect in the way the mediator handles their dispute.



The devising the new code we looked at other jurisdictions like, Canada, Australia, Ireland, the US, England and Wales. What we sought was to come up with something easily understood by everyone involved. If you'd like to see a copy of the new code you can do so by clicking [here](#).

Global Mediation Clinics Conference

Pauline Mackay

We are delighted to announce the next International Mediation Clinic Network Conference 2025, which will be hosted online on Monday 20 October at 11am UK time (2 hour event). This year's theme is "Global Mediation Clinics." This is a free event.

Established by the University of Strathclyde Mediation Clinic in Glasgow, Scotland, the International Mediation Clinic Network (IMCN) supports Mediation Clinics across the world by providing a platform for collaboration, learning, and sharing best practices.

We now invite conference proposals from educators, students, and practitioners who are engaged with mediation clinics or interested in the field. We are particularly keen to highlight:

- Cross-cultural and interdisciplinary approaches
- Access to justice and community engagement
- Student experience, training, and supervision
- Innovations, challenges, and lessons learned

Selected contributions will be invited to present at the conference (15 minute

presentation and a 5 minute Q&A) and will be considered for publication in our Mediation Matters! newsletter.

Submission:

Please send a 150-word proposal via the submission form to: mediationclinic@strath.ac.uk in Word or



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PDF format. Deadlines are noted on the form.

If you wish to attend as a delegate only, please register your attendance here.

The event is free:

<https://lnkd.in/eYVabNwM>

We look forward to welcoming your ideas and contributions as we continue to grow the global community of Mediation Clinics.

For any questions, please contact:

Pauline McKay
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University of Strathclyde
Mediation Clinic

Attending Skills: the SOLER Model for Mediators

Tony Buon

Effective communication presents inherent challenges, and mediators frequently encounter numerous barriers during the process. By cultivating attentiveness, active listening, and strategies to reduce these obstacles, mediators can enhance the overall mediation process and increase the likelihood of facilitating agreements between parties.

However, Gerald Egan stated, these skills "must be an extension of your humanity and not just bits of helping technology" (1986:73). This approach requires us to be genuine and truthful and that we should not just rely on communication 'tricks' or techniques. Attending to others is about respect, empathy and authenticity.

The Research

Professor Gerard Egan is Professor Emeritus in the Business School of Loyola University of Chicago. His classic text, *The Skilled Helper*, is now in its tenth edition and is the most widely used counselling text in the world. Egan's proven, step-by-step process teaches people how to become more confident and competent communicators. This involves the well-known S.O.L.E.R. approach to attending behaviour.

Egan states that even though attending and listening seem to be simple concepts, it is amazing how often people fail to attend or listen to others (p. 75).

When we are talking to someone about something important, be it in an interview, or when talking to our children or someone we are trying to understand, Egan states that:

People want more than physical presence in human communication; they want the other person to be fully there, meaning psychological or social-emotional presence. (1986:75)

Egan outlined five ways that you can ensure you are physically present when talking to someone. To help people understand and remember these five



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'micro-skills', he created the acronym SOLER.

- S Face the person squarely
- O Adopt an open posture
- L At times lean toward the other person
- E Maintain eye contact
- R Try to relax

Egan cautions that the SOLER rules should be seen only as guidelines to help you orient yourself in a physical way to others. As all experienced mediators know, it is crucial to remain true to yourself and be yourself. When we come across as using a 'technique', we create a further barrier to communication.

Attending Skills: the SOLER Model for Mediators

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The SOLER model is also used for the teaching of effective communication skills to Human Resource Professionals, psychotherapists, police and parents. SOLER while widely used, has not been subject to peer-reviewed critical assessment (Stickley, 2011: 398)

Summary

Egan warns that as the technique was developed in North America, it needs to be used with caution with other cultures. As people differ culturally in how they communicate non-verbally, it is clear that the way in which people show they are paying full attention to another would also be culturally and individually different.

Egan stated that skilled communicators monitor the quality of their attending and listening but also recognise that no one can listen to another in an entirely

unbiased and undistracted way (p. 93). However, we can do things to remove distractions and turning off all screens (smartphone, tablets, monitors, T.V.'s, etc.) and using the SOLER technique can go a long way to improving your communication with others.

References:

Buon, Tony (2015). Communication Genius: 40 Insights from the Science of Communicating. John Murray Press, London

Egan, G. (1986). The Skilled Helper: A Systematic Approach to Effective Helping. 3rd edition. Pacific Grove, CA: Brooks/Cole.

Stickley, T. (2011). From SOLER to SURETY for effective non-verbal communication. Nurse Education in Practice, 11. 395-398

Selling Mediation: 10th September 2025

This one-day course helps mediators when explaining mediation to clients, exploring concerns, overcoming barriers and steps taken to ensure a successful mediation meeting.

Objectives:

- Learn how to overcome barriers to mediation
- Understand how best to prepare parties for the mediation meeting
- Understand some of the ethics of mediation

Course fee: £80. For more information and to book a place, contact infos-cmc@sacro.org.uk or visit <https://scmc.sacro.org.uk/>

Introduction to Restorative Practice 19th November 2025

This one-day free workshop introduces delegates to the process of restorative practice together with some of the principles and ethics. Further information can be found at <https://scmc.sacro.org.uk/training-courses/introduction-to-restorative-practice-10/>

Developments in Employment Law

Hannah Roche

Invitation

It's hard to keep up with all the changes coming in the Employment Rights Bill, but the MBM Employment team is here to help. Hannah will be leading a session for the Workplace Employment Initiative Group on Thursday 27th November 2025 at 2pm. Details to follow. She'll be concentrating on the changes coming into force in April 2026, which include:

- Paternity leave and parental leave
- Increase to the collective redundancy protective award
- Reforms to statutory sick pay
- Additional whistleblowing protections
- Establishment of the Fair Work Agency
- Addressing gender pay gaps and supporting employees through the menopause.

Short blog

In July 2025, the Government published a roadmap setting out its proposed timetable for further consultations on certain provisions of the Employment Rights Bill (ERB), and the rough dates on which key measures of the Bill will come into force.

To summarise:

Summer to Autumn 2025 – there is expected to be a consultation on the introduction of day one unfair rights and the dismissal process required in the statutory probationary period.

Autumn 2025 – there are expected to be further consultations on the ban on fire and rehire practices and the provisions relating to zero hours contracts, bereavement leave, increased rights for pregnant employees, regulation of umbrella companies, and trade unions.

Winter 2025 to early 2026 – there will be further consultation on collective redundancies, tipping laws, flexible working and additional trade union measures.

April 2026 – it is expected that certain

provisions of the ERB will come into force including day one rights to paternity leave and parental leave (unpaid), the increase to the collective redundancy protective award, the reforms to statutory sick pay, additional whistleblowing protections, the introduction of electronic balloting for trade unions and the establishment of the Fair Work Agency. It's also expected that equality action plans covering the measures that employers are taking to deal with any gender pay gap they may have and supporting employees going through the menopause will be intro-



duced on a voluntary basis.

October 2026 – it is expected that the following provisions will come into force; the ban on fire and re-hire practices, the extension of the time limit for making an Employment Tribunal claim from 3 months to 6 months, the requirement for employers to take all reasonable steps to prevent sexual harassment and the requirement for employers to prevent third party harassment of

Developments in Employment Law

Hannah Roche

employees.

2027 – key measures of the ERB, which may be particularly onerous for employers, including day one unfair dismissal rights, measures relating to zero hour contracts and agency workers, mandatory equality action plans, increased rights for pregnant workers and the day one right to bereavement leave are expected to come into force in 2027.

Hannah is a Partner and Head of Employment Law and Holistic HR. Hannah is a regular presenter at our HR lunches, workshops and seminars. Hannah has over 15 years of experience

as an employment lawyer, and worked at McGrigors (now Pinsent Mason) and Lindsays before joining MBM in 2012. During her years of practice, Hannah has advised a wide range of employers, from major banks and PLCs, to SMEs, start-ups and charities. She has also helped numerous employees and Senior Executives to successfully exit from businesses.

Hannah will be a guest speaker at the Workplace Employment Initiative Group meeting on 27 November 2025 further details will be published on the Scottish Mediation Website in due course.



Critical Incident Response Training

2nd & 9th September 2025 Online - 10am to 4pm

Critical incidents, such as fire, suicide, or a fatal accident, can result in complex emotions or trauma responses for workplace teams.

This training explains the theory of how to support a group after a critical incident. We then use interactive exercises for you to practice the skills.



@rowanconsult
rowan-consultancy.co.uk

Mediation News

Graham Boyack

IAM Conference: Shifting Sands: Gold Coast, Australia, May 2025

John Sturrock recently addressed the annual conference of the International Academy of Mediators on the theme: "Regressing from Getting to Yes? The Return of Zero Sum?". He also spoke about the Edinburgh Declaration of International Mediators.

Included in John's presentations were pre-recorded conversations between John and, respectively, **William Ury** and **Ken Cloke**. William and Ken discussed the state of negotiation and conflict resolution in today's world with their customary wisdom and insight. If you'd like to view these presentations, the conversations and the material John used and referred to in his sessions, you can do so via the [Core website](#).

Place for Hope Appoint New Director

Scottish Mediation members Place for Hope have announced the appointment of Georgia Boon as the next Director of Place for Hope.

Georgia comes to Place for Hope from the Church Commissioners for England, where she has been the Director for Planning and Engagement and Reparatory Justice Programme Director.

Georgia brings over 20 years in senior leadership roles across the charity and faith sectors, including the Barnwood Trust, Allsorts, Christian Aid and Oxfam.

Georgia has a wealth of experience in strategic and values-based leadership, partnerships, funding and governance, as well as the creation of spaces for dialogue across deeply contested areas such as reparatory justice, theology and identity

in both ecumenical and interfaith contexts.

Georgia commented
"The opportunity to lead Place for Hope is one I feel privileged and blessed to be able to take up. Place for Hope is an organisation that is growing and which has significant impact through its work with partners and its amazing team of practitioners. I look forward very much to working with the team and trustees to support the organisation during its next chapter."
Georgia Boon



A message from Place for Hope's Chair of Trustees - Very Rev John Conway.

"The trustees announce Georgia's appointment with a real sense of excitement, confident that she has the skills, passion and experience to direct and lead the next stage of Place for Hope's development. The last five years have seen significant growth in Place for Hope's reach, with an increasing number of church partners and growing team of practitioners. In a fast changing church landscape, we look forward to practitioners, staff and trustees drawing on Georgia's enthusiasm, wisdom and faith as we navigate this next stage together in hope."





University of
Strathclyde
Humanities &
Social Sciences

LLM/MSc/PGDip/PGCert Mediation and Conflict Resolution

Embark on a transformative educational journey with our leading postgraduate course in Mediation and Conflict Resolution at the Law School, University of Strathclyde. Immerse yourself in a learning experience where theory meets practice and discover the art of mediation under the guidance of our UK and international experts.

WHAT DOES THIS COURSE PROVIDE?

- A thorough introduction to the academic study of mediation and conflict resolution.
- Opportunity to gain hands-on mediation experience with our award-winning Mediation Clinic. The recent expansion across most of Scotland's courts increases the opportunities for students to gain real-life practical experience.
- Rigorous and multi-disciplinary with a distinctive focus on interpersonal mediation skills including the ability to deliver online mediation.
- 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 and arbitration plus classes from throughout the Law School.
- Accreditation by Scottish Mediation (as fulfilling the training requirement for the Scottish Mediation Register).

WHO WILL BENEFIT FROM THIS COURSE?

This course is designed for individuals seeking a dynamic and practical understanding of mediation. It will appeal to mediators, lawyers, managers, HR, health professionals, and anyone who deals with conflict in their work. Whether you are a seasoned professional looking to enhance your skills or a newcomer eager to explore the world of mediation, our course provides a comprehensive platform for personal and professional growth.

Legal training is not a pre-requisite; the MSc/LLM option means students from a wide range of disciplines can tailor the course to their needs.

HOW IS THIS COURSE TAUGHT?

The course is taught via a mix of in-person and online classes at the University of Strathclyde. Classes normally take place early evening, and some weekend availability will also be required.

WHAT OUR GRADUATES SAY?

"I absolutely loved my time at Strathclyde. Taking the time to think deeply, read widely and engage with others has proved to be extremely valuable".

"The opportunity provided by the Mediation Clinic is invaluable. The combination of theory provided by the lecturers, and real-world practice offered through the clinic has strengthened my practice in ways that a theory-only course never could have".

Start date: September each year

Mode of Study: Full-time and Part-Time, taught by a combination of early evening and weekend classes, in-person and online teaching. In person attendance is compulsory.

Application and Further Information can be found at:
<https://www.strath.ac.uk/courses/postgraduate/taught/mediationconflictresolution/>

Join us and become part of a community dedicated to fostering excellence in mediation. Elevate your expertise, gain hands-on experience, and make a meaningful impact in resolving conflicts.

Contact

E: hass-pgt-enquiries@strath.ac.uk
T: +44 (0) 141 444 8600

The University of Strathclyde is a charitable body, registered in Scotland, number SC015263



Scottish Mediation News

Welcome to Scottish Mediation

Scottish Mediation are delighted to welcome Kat Daly, Sharon O'Loan, Colin Sturrock, and Mike Kemp, as Practitioner members.

Jenny Kindberg, Cordelia Gayfer, Andrew Thomson, Daniel Donaldson, Dominica Noworolska, Nicola Elliot, Mairead Fernandez McCann, Brendan Rooney, Shane Collins, and Douglas Richards join as individual members.

Thorntons LLP join a organisation 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](#).

Practice Standards and New Registrations 9 September 2025

Thinking of joining the Scottish Mediation Register?

Attend this free online seminar to find out more about membership and registration. We will provide information on the practice standards and the requirements to be a registered mediator. As well as the many benefits and opportunities for sharing practice and learning.

The hour-long seminar will consist of a 15 minute presentation, followed by an opportunity to ask questions. Zoom link to be sent out nearer the time.

The course takes place on Tue, 9 September 2025 12:00 - 13:00 to book a place click [here](#).

Mediation Skills

25, 26 Nov, 2, 3, 9, 11 December 2025



This accredited and assessed course helps learners gain the skills and confidence to become mediators. Taking you through each stage of the mediation process, this training has been delivered to members of the public and staff from public and private sectors since 2000.

With our August course full, we are now taking bookings for our November/December course.

Course fee: £700. For more information or to book a place, visit <https://scmc.sacro.org.uk/training-courses/mediation-skills-1/>
www.scmc.sacro.org.uk

Scottish Mediation News

Scottish Mediation Board

Scottish Mediation are recruiting new trustees to join our Board.

We are interested in recruiting Trustees who have a broad range of skills which may have been gained across a range of sectors.

We are particularly interested in applications from people experienced in Finance, IT and

We are keen to ensure our Board reflects the diversity of the Scottish population.

For further information and to apply please click [here](#).

Mediate 25 Circles of Connection

Scottish Mediation is delighted to announce that Mediate 25 will be taking place in Edinburgh on Wednesday 3rd December 2025.

We are in the process of confirming that line up and are delighted at this stage to announce that one of our keynote speakers is Suzanne Zeedyk. Suzanne's work centres around the science of human connection and she will be bringing this insight to our conference.

The conference is taking place at Greyfriars Charteris on the Pleasance which is easily accessible.

We will be announcing further details of the programme in due course including delegate rates and how to book and this information will be available on the Scottish Mediation website.

Workplace Employment Initiative Group

The next meeting of the group will be on Thursday 25th September at 2pm. The guest speakers will be Rebecca Swarbrick from St Andrews University and May Millward from Scottish Mediation who will be discussing

'Reluctance to Mediate—the reluctant second party'

The event is for members of Scottish Mediation and booking is available [here](#).

Peer Mediation Training for Trainers

This online course takes place over two sessions (3.5 hours each session) on Tuesday 16th and Wednesday 17th September 2025 from 1pm – 4.30pm, and will enable participants to deliver peer mediation training to children and young people aged 10 to 18 years and support the development of a peer mediation scheme within their setting.

For more information and to book a place click [here](#).