



A Foundation Training Course in

## CONFLICT DYNAMICS AND MEDIATION

Accredited by the Mediators' Institute of Ireland

**Delivery:** A hybrid course of 5 days of in-person sessions and 5 online sessions

**Course presenters:** Geoffrey Corry and Mary Lou O'Kennedy

**Course fee:** 1,350 euro.

**Enquiries and registration:** [info@bclc.ie](mailto:info@bclc.ie) Phone: 01-8625805

This basic skills course is an intensive 60-hour training and run as three separate modules over a period of two months. It is designed for volunteers, frontline workers and professionals who want to obtain a foundation in conflict resolution and mediation skills for use in their own organisation or work situation or to become a mediator particularly in community, family, and workplace disputes.

Because of the interactive in-person day sessions, proof of Covid vaccination will be required for everyone's safety.

### Course Details and Locations

#### Module 1: Conflict Dynamics

Tuesday 26 <sup>th</sup> April: in-person all day Topics 1,2 & 3	9:30am – 6:00pm <b>In-person</b>	DCU in the Community, Shangan Rd, Ballymun.
Wednesday 27 <sup>th</sup> April: evening session Topic 4	7:30pm – 9:30pm	<b>Zoom</b>
Tuesday 3 <sup>rd</sup> May: afternoon session Topic 5	2:00pm – 6:00pm	<b>Zoom</b>

#### Module 2: Mediation skills

Wednesday 4 <sup>th</sup> May: afternoon session Topic 6	2:00pm – 6:00pm	<b>Zoom</b>
Tuesday 17 <sup>th</sup> May: in-person Topics 7& 8	9:30am – 6:00pm <b>In-person</b>	DCU in the Community, Shangan Rd, Ballymun.
Thursday 19 <sup>th</sup> May: evening Topic 11	7:30pm – 9:30pm	<b>Zoom</b>
Monday 23 <sup>rd</sup> May: in-person all day Topics 9 & 10	9:30am – 6:00pm <b>In-person</b>	DCU in the Community, Shangan Rd, Ballymun.
Tuesday 24 <sup>th</sup> May: in-person all day Topics 9 & 10	9:30am – 6:00pm <b>In-person</b>	DCU in the Community, Shangan Rd, Ballymun.
Friday 27 <sup>th</sup> May: in-person all day Topics 9 & 10	9:30am – 6:00pm <b>In-person</b>	Glencree Centre for Peace and Reconciliation, Glencree, near Enniskerry, Co. Wicklow

### Module 3: Presentations by participants

Each participant will be asked to make a short presentation (not more than 15 minutes) to the training group on a conflict resolution or mediation topic of their choice. Reading material will be supplied to support the reflective learning. A Certificate of Completion will be awarded to participants who successfully complete the three modules.

Week starting 13 <sup>th</sup> June	Date to be arranged with participants	<b>Zoom</b>
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#### Further Information:

Lunch will be provided on site for participants on classroom days.

Assistance with travel to Wicklow for the final day can be arranged if required.

See [www.bclc.ie](http://www.bclc.ie) for further information on Ballymun Community Law Centre.

See [www.themii.ie](http://www.themii.ie) for further information on mediation, accreditation and the Mediator's Institute of Ireland.

### Video Assessment and Qualification

For those who wish to go further and become a Certified Member of the Mediators Institute of Ireland [the professional association for mediators in Ireland [www.theMII.ie](http://www.theMII.ie)], and thereby become a practitioner mediator, we will support participants to join role-play groups to practice their mediation skills and to prepare for the video assessment of skills competence. This independent assessment involves each trainee mediating a case in a one hour role play to demonstrate their skills as a mediator. Date to be arranged with participants.

### Topics covered during the course

#### Module 1: Conflict Resolution skills

##### 1. MANAGING AND RESOLVING CONFLICT

- General introductions
- Our perceptions of "conflict": positive and negative
- Neuroscience of conflict

##### 2. DYNAMICS OF CONFLICT

- Mapping a conflict: your experience of a conflict situation
- Self-awareness and self-management in conflict
- Constructive and destructive behaviours
- Conflict triggers and 'Hot Buttons'
- Skills practice in constructive behaviours

##### 3. STYLES OF CONFLICT MANAGEMENT

- The five styles of handling conflict
- Finding your conflict comfort zone
- Managing your style and avoiding going into excess

##### 4. CONFLICT ANALYSIS

- The conflict spiral: how unmanaged conflict escalates
- PIN model: Positions, Interests and Needs

- Feedback on the Conflict Dynamics Profile (optional)

## 5. REFLECTIVE LISTENING SKILLS

- Picking up clues from body language
- Working with and acknowledging perceived reality
- Reflective listening: the discipline of not adding anything
- Connecting with the emotional realities

## Module 2: Mediation skills

## 6. THE PLACE OF MEDIATION IN DISPUTE RESOLUTION SYSTEMS

- Process continuum for alternative dispute resolution (ADR)
- The growth of different mediation sectors in Ireland: community, family, workplace and business mediation
- The different models of mediation for each sector

## 7. GETTING PARTIES TO 'THE TABLE'

- The pre-mediation phase: role and tasks of interveners
- Role play 1: community mediation - neighbour dispute

## 8. THE BASICS OF THE MEDIATION PROCESS

- A five-stage mediation process for interpersonal disputes
- Video demonstration of the process (neighbour dispute)

## 9. MEDIATION PROCESS SKILLS

- Rehearsing the introduction and storytelling stages
- Role play 2 and mediation skills practice
- Framing the issues and problem-solving stages
- Role play 3 and mediation skills practice
- Writing up the agreement
- Role play 4 and mediation skills practice
- Role play 5 and mediation skills practice

## 10. PROCESS ISSUES IN MEDIATION

- Handling anger and emotion through storytelling
- Empowerment of the disputants
- Power balancing and when to caucus
- Reframing, problem solving and option generation

## 11. LEGISLATION AND ETHICAL PRACTICE

- Introduction to the Mediation Act 2017
- Codes of Ethics: The MII, Ballymun Community Law Centre Code of Ethics & Practice

## Benefits of Training Course

### By the end of the 60-hour course, you will:

- have developed an awareness of the positive value of conflict and your own style of responding to conflict
- appreciate the essential features and principles of the mediation process and how to adapt it for working through different interpersonal disputes
- have participated in at least five simulated mediations, using case studies developed from different interpersonal dispute areas.
- understand each stage of the mediation process and possess the basic skills to resolve conflicts informally or to start practicing mediation (under supervision)

## Course Team

### **Geoffrey Corry** BA (Mod) MSc (Mgmt) HDipEd

is a self-employed management consultant specializing in conflict resolution, facilitation and mediation in a number of settings - workplace and business disputes, restorative justice, community and the environment. He is retired as a family mediator from the state-run Family Mediation Service for marital separation and divorce. He was a Board member of the Family Support Agency and a former chair of the Mediators Institute of Ireland as well as Facing Forward.

He was the founder of the Mediation Bureau in Tallaght, the first neighbor dispute resolution scheme in the Republic. He has taught mediation skills for over 20 years for UCD adult education and other agencies. He was the Facilitator for over 50 political dialogue workshops held at the Glenree Centre for Reconciliation between 1994 and 2006 as part of the peace process in Ireland. These workshops brought together party activists at a sub-leadership level from all the political parties in these islands to discuss key issues in the peace process.

### **Mary Lou Kennedy** BA (Soc Sc), MSW (Social Work)

Is an independent professional mediator and conflict management specialist and coach. She mediates disputes in the workplace, in business, in families and the community. Mary Lou also delivers conflict management training to businesses and organisations in the public and private sector along with conflict management coaching and consultancy for organisations in building more collaborative workplaces.

She is a founder member of OAK Conflict Dynamics Ltd, a leading provider of mediation and conflict management services in Ireland. Mary Lou is a master trainer in the CINERGY Model of Conflict Management Coaching, the Conflict Dynamics Profile and 3<sup>rd</sup> Party Resolution (TPR) model of managerial mediation with the Mediation Training Institute, Eckerd College Florida. She also lectures on the Certificate in Mediation with The Law School, in Griffith College. She has trained the Ballymun Law Centre panel of Conflict Management Coaches and provides ongoing supervisory support.

### **Ballymun Community Law Centre:**

Ballymun Community Law Centre is an independent law centre and a charity. We provide free legal advice, representation, legal education and mediation for individuals and groups within the community. We are committed to ensuring that access to justice is available to the people of Ballymun and we work towards an inclusive community based around equal human rights and social justice. Mediation is provided free of charge through a team of volunteer mediators and is coordinated by our Development Officer, Sandra Mpanyira. [www.bclc.ie](http://www.bclc.ie)

## Background reading

A 24 page Manual of the 5 stages of the interpersonal mediation process will be available for each participant together with Handouts on the various topics covered. Some chapters of the publications below are available on request.

Cinnie Noble, Conflict Management Coaching: The CINERGY™ Model, CINERGY™ Coaching, 2012

Craig Runde and Tim Flanagan, Developing Your Conflict Competence: A Hands-On Guide for Leaders, Managers, Facilitators and Teams, Jossey-Bass, 2010

Helena Cornelius & Shana Faire, Everyone can win: How to Resolve conflict, Simon Schuster (1989).

Monica Hannaway, Co-Mediation: Using a Psychological paired approach to resolving conflict, Monica Hanaway, 2012

Roger Fisher, William Ury and Bruce Patton, Getting to Yes: Negotiating Agreement without Giving in, Business Books (Second edition 1992).

William Ury, Getting past No: Negotiating with difficult people, Business Books (1991)

Robert Bolton, People Skills: How to assert yourself, listen to others and resolve conflicts, Touchstone / Simon Schuster (1979).

John Crawley & Katherine Graham, Mediation for Managers: Resolving Conflict and Rebuilding Relationships at Work, Nicholas Brealey Publishing (2002)

Michael Noone, Mediation, Cavendish Publishing (1996).

Christopher W. Moore, The Mediation Process: Practical Strategies for Resolving Conflict, Jossey Bass (third edition 2002).

Robert A. Baruch Bush & Joseph P. Folger, The Promise of Mediation: Responding to Conflict Through Empowerment and Recognition, Jossey-Bass (1994).

Kenneth Cloke, Mediating Dangerously: The frontiers of Conflict Resolution, Jossey-Bass (2001)

Kenneth Cloke, The Crossroads of Conflict: A Journey into the heart of dispute resolution, Janis Publications (2006)