Competency Framework

University of Central Lancashire
UCLan
Centre for Mediation

Knowledge and understanding – Lectures		
Competency 1- Knowledge **Theory and practice of Mediation**	**Competency 2- Knowledge** **Theories of Conflict**	**Competency 3 Knowledge** **The role of Negotiation in Mediation Practice**
At the end of the course, delegates will be able to - show a critical awareness and understanding of the theory and practice of mediation. - differentiate between the different types of mediation - critically reflect on and demonstrate a clear understanding of the role of the mediator, the necessary skills and techniques of a successful mediation, the structure/process of mediation and the legal framework for mediation. - understand the ethical issues that may arise in mediation. - demonstrate the necessary awareness of mediator's ethics	At the end of the course, delegates will - be competent in their understanding of conflict (What it is and why it occurs) - understand the different types and root causes of conflicts - understand the 'Life Cycle' of conflicts - be able to demonstrate understanding of the concept of the Amygdala Hijack, Attribution Theory and their relevance to mediation	At the end of the course, delegates will - acquire and demonstrate the key skills needed to move from position to interests - use negotiation as a complementary tool in the deal making process - understand the importance of relationship building in contentious situations - understand the importance of building trust, confidence and rapport - demonstrate the necessary awareness of value-creation principles - demonstrate the importance of communication, listening and adapting skills. - understand the concept of 'building a golden bridge'
Skills - Role Play		
Competency 4 – Roleplay **Process**	**Competency 5- Roleplay** **People Management & Relationship Building**	**Competency 6- Roleplay** **Problem Solving**
At the end of the course, delegates will be able to - engage in the ongoing assessment of the suitability of the case for mediation - set appropriate and safe environment which is conducive to resolving conflicts - articulate the role of a mediator and assist the parties in negotiating the process, ground rules and schedule for the mediation sessions - explain the principles of confidentiality, neutrality and effectively facilitate the mediation process through joint and private caucus sessions - work effectively with co-mediator and parties in controlling the stages of the process	At the end of the course, delegates will be able to - build rapport and encourage parties to converse freely - encourage mutual respect among all parties - employ skills such as active listening, good communication, questioning, uninterrupted talking time and confidentiality. - maintain trust and soften the attitude of the parties, develop interactions, facilitate a collaborative relationship and manage the parties throughout the whole mediation process. - understand the dynamics of the parties and use techniques to manage it	At the end of the course, delegates will be able to - demonstrate emotional intelligence, be objective, impartial and respect the confidential nature of mediation - manage interruption, summarise the parties' position, deal with emotions and clarify the key issues. - enable the flow of information between the parties and create opportunities for negotiations - assist parties with option building, broadening perspectives, generating options/ alternatives and move towards a workable settlement - facilitate a settlement agreement