



O'SULLIVAN SOLUTIONS

REFRESHER

MEDIATION TRAINING

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REFRESHER MEDIATION TRAINING – 2-DAY PROGRAMME

This is a refresher course for those who have already undertaken training in mediation. This course is for those who feel they would like more role play practice, with accompanying coaching and tuition, prior to undertaking the Mediators’ Institute of Ireland assessment process.

TRAINER

Gerry O’Sullivan

Gerry O’Sullivan has over 23 years experience in training and in conflict resolution work. Gerry is a Practitioner Mediator of the Mediators’ Institute of Ireland and is trained and certified in Organizational & Workplace Mediation, Community Mediation and in Civil & Commercial Mediation. She has a 1st Class Hons Diploma in Adult and Continuing Education from NUI Maynooth and has worked as an assessor of trainers for that body. She has also worked in the identification of training needs for students of Maynooth. She has delivered *Training for Trainers* programmes, she has provided *Support and Supervision* for trainers and she has adapted training programmes for radio presentation.

Gerry has delivered Interest Based Bargaining (Management and Union Negotiations) with John O’Dowd and has attended training with *INCORE, University of Ulster* on the *Evaluation and Assessment of Peace Interventions*. She has assisted in the delivery of advanced Commercial Mediation training in Beograd, Serbia and assisted in the establishment of a *Mediators Beyond Borders* Chapter in Beograd university. Part of the work in Serbia was researching the peace building needs of Serbs living in Kosovo.

Gerry also works in the field of facilitation and in community research and evaluation.

The course trainer is an accredited practicing mediator and has a wide experience of training in academic, organizational and community settings. Please see the end of this document for the biography of the trainer.

REFRESHER MEDIATION TRAINING

Region:	National/International	
Principal Trainer:	Gerry O’Sullivan (Manzor)	
Company:	O’Sullivan Solutions	
Contact Details:	Address:	Fahamore, Castlegregory, Tralee, Co. Kerry, Ireland.
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COURSE INFORMATION

Hours in training:	14
Hours outside training:	3
Course Structure:	Takes place in 1 module comprising 2 consecutive days.
Venue:	Will vary for each course. See below for information on upcoming courses
Course Timings:	9.00 a.m. to 5.00 p.m.
Numbers on course:	6 - 8
Cost:	€390 (If requiring assessment, the additional costs paid to the MII will be €250)
Trainers:	1

NEXT TRAINING COURSES - AUTUMN 2009 AND SPRING 2010

Training Course

The training dates will be approximately 2 – 3 weeks prior to the MII assessment dates. This course does not offer assessment days to the participants as part of the training. Participants need to apply directly to the MII for inclusion on the MII assessment day which is scheduled for the 10th October 2009.

Dates:	Course 1	17 th and 18 th September 2009
	Course 2	April 2010 (dates to be decided when MII have decided their assessment date)

OVERALL TRAINING AIM

To prepare participants for MII assessment for accreditation as mediators.

Training Objectives:

- Participants will recap on the definition and principles of mediation.
- Participants will refresh their mediation skills so that they will become more confident prior to undertaking the Mediators' Institute of Ireland assessment.
- Participants will be able to identify and raise the conflict issues, to manage the conflict constructively and effectively, and to empower the participants in the dispute to move forward to resolution.
- Participants will engage in role play, accompanied by tuition, in order to feel more confident in taking their MII assessment.

METHODOLOGY

- Participants undertaking this refresher training will be expected to carry out some preparation and revision work prior to attending the training.
This will include:
 - Revising of training materials covered in the original training.
 - Carrying out research information on the requirements for membership/assessment by the MII
 - Reflecting on the demonstration of core competencies required by the MII
- The learning methods will be experiential with exercises, role play and discussion groups.
- Role plays will be done in different areas of mediation, depending on the needs of the group.

TRAINING CONTENT

The participants will be consulted about their training needs prior to attending the course. The training content will then reflect these needs as much as possible.

In general the training will focus on the following:

Morning of first day:

- Recap on Conflict and Mediation
 - Interest Based Mediation - Issues/Positions/Interests.
 - Definition of Mediation - What is Mediation?
 - Principles of Mediation
- Mediation Skills – Brief overview

Afternoon of first day and all of second day:

- Role Play Practice - Issues in Mediation to be addressed through role play
 - Challenging destructive Behaviour
 - Coping with Resistance
 - Coping with Anger and Provocative Statements
 - Power Balancing
- Evaluation of Training

ENDORSEMENTS FROM PREVIOUS TRAINEES

“The feedback from you was brilliant- very detailed and totally constructive. Allowed the individual to focus on what they were weak at. Also pointed out opportunities and hot spots that the in-play mediator had missed while in session.

- *Your chilled & relaxed manner put us all at ease.*
- *The very small group size was very conducive to learning.*
- *The privacy element (group size with no on-lookers)- meant that people could let go and really get into it.*
- *Also the privacy element also meant that people could ask any question they wished (without fearing ridicule or that they were wasting others time).*

You are a super teacher with great passion and patience. Thank you so much - I gained loads from both sessions I have had with you.”

Sorcha Keogan

“Thanks again for all your advice and guidance that weekend I really enjoyed it and found it highly beneficial. I improved my reframing and "taking out the toxic" skills - this was probably what was the best learning experience of the day for me. Having you there for guidance and to make suggestions was excellent and I really feel I was learning to trust my instincts.”

Sinnead Dunphy

TRAINING LOCATION:

The training location will vary and will match the geographic location of the participants.