



# Mediation Theory, Skills and Practice

How to make peace between family members, colleagues, neighbours, friends, peers and litigants

6 day course led by Maria Arpa and David Ellis in 2 x 3 day modules

**19<sup>th</sup> – 21<sup>st</sup> & 23<sup>rd</sup> – 25<sup>th</sup> November 2015**  
London (Willesden Junction Station)

This course provides insight into conflict, conduct and communication and provides the tools to transform hostility into collaboration. The training is based on Maria's powerful communications tool, The Dialogue Road Map

**At the end of this training you will:**

- Understand mediation and the role of the mediator
- Know how to engage and work with parties who seem intractable
- Take account of how your own thinking can escalate or de-escalate conflict
- Have a selection of tools and techniques for managing the mediation process
- Be ready to empower a person to find solutions even when they seem to be entrenched

**During the training you will:**

- Learn and practice the seven stages of the mediation process
- Use empathy to de-escalate aggression
- Understand how people in conflict behave and what lies beneath the behaviour
- Experience how impartiality and empowerment work
- Find out how to prepare disputants to mediate and deal with conflict more effectively
- Discover your compassionate self in a heated dispute both personally and professionally

The Centre for Peaceful Solutions is a registered charity which innovates in the field of mediation, conflict resolution and restorative justice founded by Maria Arpa, a highly regarded practitioner in violent crime, community, civil, family and employment disputes. This is a rare opportunity to train directly with Maria.

**Places are limited so please have an informal chat with David on**

**020 8453 0086**

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