

CEDR MST Training

Commercial Mediator Skills Training, Accra – Ghana

10, 11, 13, 14, and 15 July 2009

The Centre for Effective Dispute Resolution (CEDR) is the thought leader for dispute resolution in Europe and the internationally acclaimed trainer in mediation and conflict management skills. Having recently run training in South Africa, we are now pleased to be able to offer Commercial Mediator Skills Training in Ghana for the first time in conjunction with Legal International Training Ltd.

This is a five-day programme of comprehensive tuition in effective dispute resolution on which participants are trained in the skills required for effective mediation of commercial disputes and assessed for the internationally recognised CEDR Accreditation.

What you will learn

Under the expert guidance of leading mediator trainers you will learn how to:

- Settle disputes effectively – in days rather than months saving vital management time
- Add value to commercial disputes – by finding commercial solutions to commercial problems
- Manage the mediation process and facilitate advanced negotiation
- Transform the way you communicate

Who should attend?

The programme provides a foundation for anyone seeking to understand mediation or practise as a mediator. The skills form part of an essential management tool-kit for:

- anyone with responsibility for resolving disputes
- managers and executives in the commercial, public and voluntary sectors
- lawyers, accountants and professional advisers
- HR managers, trainers, union representatives and policy advisers
- complaints handlers and customer services representatives
- healthcare and education professionals
- service providers wanting to develop dispute resolution systems.

Comments from previous participants have included:

“This was the most intensive and rewarding training experience I have ever participated in.”

“Excellent training in mediator skills by experienced mediators who are top class trainers. Excellent course which provides active participation coupled with top experts in their field.”

“The CEDR course is the Rolls Royce of mediation skills training.”

“These skills should enhance people’s performance in all areas of their work.”

© CEDR 2009

The Trainers

CEDR's Training Faculty is comprised of over 30 professionals and offers a unique combination of legal and business backgrounds. All faculty members are practising commercial mediators with considerable experience.

Faculty for this course have been specifically selected with the delegates' likely experience in mind.

Programme content

Equipping participants with a broad perspective on conflict management, the programme focuses specifically on the mediation process and the skills required. It includes:

- Instruction and practice in mediation skills including the structure and phases of mediation and the necessary communication skills
- Assessment of participants' mediation skills

Days 1 and 2

By alternating the methods of demonstration and practice we take delegates through the phases of mediation from the outset. Skills and process are highlighted and tried out in practical exercises.

Case studies, based on actual mediations, are used throughout allowing participants to experience the role of mediator, advisor and mediation party.

Day 3

This is a 'practice day' of shared learning in preparation for the assessed days. The whole day is devoted to a single detailed case study and participants practice the skills required at each stage of mediation. The training faculty coach small groups of participants through the case study and provide personal feedback. The mediation sessions are interspersed with group discussions covering the key issues faced by the mediator.

Days 4 and 5 (assessed days)

Each participant mediates one simulated case on each day. A faculty member observes each session and assesses performance against a set of competencies. Individual feedback, group

CEDR Accreditation

Accreditation is based on the assessments of Days 4 and 5. Participants must also complete a three-part written assignment within two weeks of completing the programme.

The Certificate of Accreditation is awarded to participants who demonstrate the required level of

competence to achieve the status of CEDR Accredited Mediator. It is a highly challenging course, but approximately 70 per cent of participants achieve accreditation. The Foundation Course in Mediation Skills Certificate is awarded to acknowledge the participation of those who do not achieve accreditation, and an opportunity to be reassessed may be available for some participants.

CEDR Accreditation is recognised by a number of professional bodies; for example, it satisfies the Law Society's training standards for civil and commercial mediation. Also as international cross-border mediation increases CEDR accreditation is seen as the benchmark for quality mediator training.

Written assignments

Each delegate is required to complete three written assignments including a written settlement agreement; a written self-assessment of their mediation skills and a brief action plan to take mediation forward in their career.

Prerequisites

The Mediator Skills Training course relies heavily on interactive teaching methodology. This demands an extremely high level of competence in spoken English and English language comprehension from delegates. As the accreditation assessments are practical spoken assessments, delegates should be aware that insufficient English language capabilities can affect their chances of accreditation.

There are no prerequisites other than a willingness to engage in shared learning through role plays and interactive exercises. Substantive knowledge of law is not required.

Preparation

Participant will need to prepare thoroughly for this demanding programme and a minimum of 16 hours pre-reading should be anticipated. The Mediator Handbook, case studies and role-play instruction are dispatched one month in advance and maximum benefit can only be achieved if all participants are familiar with these key materials.

The cost (includes: tuition, light breakfast, lunch and refreshments).

\$3,850.00

Dates

10, 11, 13, 14, and 15 July 2009

The venue

The Judicial Training Institute – Accra, Ghana

For more information or to book a place

Emmanuel Vincent – + 44 (1732) 446169 (info@legalinternationaltraining.co.uk) OR Emmanuel Lodoh – + 233 (21) 776223 (info@jtighana.org)

And look at the new CEDR website at www.cedr.com