



# ICLAIM

*Interdisciplinary Centre for Law,  
Alternative and Innovative Methods*

## **ICLAIM Outreach Activity Programme**

*“Mediation - a tool for resolving conflict”*

**5-7 July 2017, UCLan Cyprus Campus**

**Accredited Conflict Management and Mediation Skills Course**



# Northern Ireland Open College Network Accredited

## **Course at Level 2 – 2 Credit**

**Venue:** UCLan Cyprus, 12-14 University Avenue, 7080 Pyla, Larnaka area

**Welcome Reception:** 4 July 2017, 7:00-9:00 pm on the occasion of the launch of ICLAIM

**Dates:** 5-7 July 2017

**Times:** 9:00 am – 5:30pm on Day 1 and 2 of the course (5-6/7/17)

and 8:30am – 12:15pm on Day 3 of the course (7/7/17)

**Cost:** 550 euros (*includes NIOCN registration fee and course workbook*)

**Contact us and send your booking at: [iclaimcyprus@gmail.com](mailto:iclaimcyprus@gmail.com)**

**Enquiries : 24694008**

## **Who for?**

This course is designed for lawyers, academics, civil society organisations, NGOs, community workers, police officers, social workers, probation officers, school teachers, good relations officers, project officers and facilitators who work in group settings. It is designed to help participants understand the role of mediation in helping individuals and organisations resolve disputes and conflicts at an early stage thus avoiding long and expensive legal battles. The course will help participants understand how mediation can assist in managing different situations. It will help participants understand the concept of mediation and how to utilise the skills of a mediator in a conflict or a crisis situation. Participants will be divided into groups and engage in simulated exercises. These will be followed by constructive feedback sessions.

## **Learning Outcomes:**

*By the end of the course participants will be able to*

- Understand the legal framework of mediation as a Conflict Management Tool.
- Identify different ways people deal with conflict.
- Differentiate between Mediation/Negotiation/Arbitration/Litigation.
- Be aware of the skills of a mediator.
- Have an understanding of how mediation works in practice.
- Be able to understand the difference between Facilitative, Evaluative and Shuttle mediation processes.
- Help disputing parties create their own agreements.
- Understand the advantages and disadvantages of co-mediation.
- Understand how to negotiate agreements and relations in post-violence, post-conflict and post-crisis societies.

## **Duration:**

The course will be delivered over **two and a half days** that will include an experiential learning process involving tutor input and practical case studies supplemented by a course workbook and hand-out material.

## **Content:**

The content of the course will use a combination of lectures, interactive exercises and role-plays to learn the skills of a mediator as a tool for resolving disputes.

*Topics will include:*

- Pre-mediation process;
- How to conduct difficult conversations with individuals, companies and diverse groups;
- Building balanced agreements;
- Concluding a mediation session.

The course is restricted to 10 participants and early booking is advisable

*Some information about Mediation as a tool for resolving conflicts*

- Mediation is a process, which helps people in dispute to have a difficult conversation with each other.
- The mediator or mediators do not have any decision-making power in the process but can assist the disputing parties to, creatively, think of options as to how they could make their own agreements.
- The mediation process offers each of the disputing parties a chance to evaluate their particular situation. During the process, each side gets a chance to state their case in uninterrupted time.
- The mediator helps disputants to frame their issues into an agenda for discussion as to how they could resolve their dispute and make their own agreement.
- Mediation can generate change within individuals and groups. It has been proved that most disputes that are settled through a mediation process have a better chance of lasting, than other formal methods such as the court process.
- Mediation has been recognised as a useful method of trying to reach accommodations within political groupings when there are contentious issues to be discussed.
- Mediation can therefore take many forms and can be adapted to suit particular situations.

# Programme

**4 JULY 2017** – Welcome reception with participants

(Official Launch of ICLAIM) – 7:00-9:00 pm

## **5 JULY 2017 – DAY 1**

- |                |  |
|----------------|--|
| <b>9.00am</b>  | Arrival registration   |
| <b>9.30am</b>  | Welcome<br>Course overview<br>Open College Network Accreditation explained<br>Learning Journal explained |
| <b>9.45am</b>  | Group contract   |
| <b>10.00am</b> | Defining Conflict  |
| <b>10.15am</b> | Causes of conflict   |
| <b>10.30am</b> | Ways of dealing with conflict  |
| <b>11.00am</b> | Break  |
| <b>11.15am</b> | Differentiate between Negotiation – Mediation – Arbitration – Litigation                                 |
| <b>11.45am</b> | Negotiation case study   |
| <b>12.15pm</b> | Mediation as a tool for resolving conflict   |
| <b>1.00pm</b>  | Lunch  |
| <b>2.00pm</b>  | Facilitative, Evaluative and Shuttle mediation explained   |
| <b>2.30pm</b>  | Pre-mediation development  |
| <b>3.00pm</b>  | Explaining the role and function of mediation to disputants  |
| <b>3.15pm</b>  | Break  |
| <b>3.30pm</b>  | Case study   |
| <b>4.15pm</b>  | Constructive feedback  |
| <b>4.45pm</b>  | Evaluation and Learning Journal  |
| <b>5.30pm</b>  | Close  |

## 6 JULY 2017 – DAY 2

9.00am	Arrival
9.10am	Review of Day 1
9.20am	Evaluative mediation
9.45am	Making a joint opening statement
10.00am	The benefit of a caucus
10.15am	Understanding the gap of difference
10.30am	Case study
11.00am	Break
11.15am	Case study Continued
12.00noon	Feedback
12.15pm	Negotiating agreements
1.00pm	Lunch
2.00pm	Writing a balanced agreement
2.45pm	Case Study
3.15pm	Break
3.30pm	Feedback session
3.45pm	Shuttle Mediation case study
4.30pm	Feedback
4.45pm	Evaluation and Learning Journal
5.30pm	Close

## 7 JULY 2017 – DAY 3

8.30am	Arrival
8.45am	Review of Day 2
9.15am	Completion of Learning Journal
10.00am	Break
10.15am	Learning Journal continued
11.30am	Evaluation
12.15pm	Lunch / Depart

# Organiser: ICLAIM

ICLAIM is an interdisciplinary Centre created in 2017 and working closely with UCLan Cyprus on law in the real world, through alternative and innovative methods involving law in the creation, application, implementation, enforcement, settlement, mediation, negotiation, arbitration, resolution and/or other cutting-edge settlement of socio-legal issues and disputes arising in a transnational and interdisciplinary context, at all levels of the legal order and multi-level governance (international, European and national). The Centre is a vehicle for responsible research, innovation and enterprise in the above fields, including in the form of educational and vocational training and engagement with the legal profession, the industry and the public, through inter alia the marketization of outputs and the securing of external funding to conduct its activities in Cyprus and beyond.

Initial activities of the Centre include a scholarly applied focus on challenges for global citizens, businesses and their states, through the setting-up in particular of pilot clinic and/or service bureau schemes, the delivery of professional or short courses, the creation of related research outputs, tools and deliverables, collaboration, education and knowledge outreach/service to the community, mentoring and consulting involving students, professionals, the industry, special interest groups as well as the wider community, thereby securing real public benefit across countries.

ICLAIM resident members are credited with local, regional and global initiatives focusing on very diverse fields of the law in the real world, through alternative and innovative methods. They work very closely with internationally respected and distinguished researchers and academics as well as key industry partners and professionals, including in the public sector, in Cyprus, Europe and the wider region.

**Dr. Stéphanie Laulhé Shaelou,**  
*ICLAIM co-founder and director*



# Tutor: Michael Doherty

Michael was trained as a Mediator at Fordham Law School in New York and at the School of Psychotherapy and Counselling at Regents College, London.

In the early 1990's he initiated the first ever Community Relations Action Learning Programme in Northern Ireland. Since then he has designed Open College Network Programmes on Exploring Diversity - Facilitating Community Relations Work, a Train the Trainer programme and a Facilitation Skills Programme. Michael also developed three Open College Network accredited Mediation Training programmes i.e. Introduction to Conflict Resolution and Mediation Skills; Intermediate Conflict Resolution and Mediation Skills and Advanced Conflict Resolution and Mediation Skills courses.

Since 1996 Michael has become recognised as one of the lead Mediator/Trainers in the field of conflict Resolution/Transformation and has successfully mediated some of the major parades disputes in Northern Ireland. He is also recognised internationally, as he has been engaged by universities in parts of the world to deliver lectures and workshops on the practical application of mediation as a tool for resolving conflict.

In his work as a trainer in the field of community relations work he is a strong advocate for the use of mediation, as an alternative to violence, as a way of resolving disputes and to building a peaceful society that is free of sectarianism and racism and other forms of hate crime.

In 2012 Michael was invited by the British Commonwealth to facilitate workshops on tools for helping communities reconcile in Sri Lanka.

Michael is a member of a Forum for Cities in Transition group that went to Nigeria in November 2013 and while there he facilitated workshops on how to move armed forces into dialogue to enable them think of non-violence ways to attain their objectives.

In 2010 the Minister of Justice for Northern Ireland awarded the Foyle Interface Monitoring Forum, of which Michael co-chairs with the PSNI, a 'Community Champion' award for their work in reducing sectarian incidents in Derry/ Londonderry.

In 2013 Michael received the Northern Ireland Community Relations Councils Award for Exceptional Achievements in Community Relations Work.

In 2014 Michael produced a 'Peace Builders Handbook' for facilitators working in areas of conflict through the world.

# REGISTRATION

**To Register:** Conflict Management and Mediation Skills course

**Dates:** 5-7 July 2017

**Venue:** UCLan Cyprus, 12-14 University Avenue, 7080 Pyla, Larnaka area

**Name:** \_\_\_\_\_

**Organisation:** \_\_\_\_\_

**Address:** \_\_\_\_\_

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**Contact Tel:** \_\_\_\_\_

**Payment Of:** 550.00 euros (including accredited assessment) by 30 June 2017

**Payment to:** Bank account at SPE Allileggie

Account Name: UCLan Cyprus Ltd

IBAN: CY89 0070 4430 0000 0000 4005 5808

Swift Address: CCBKCY2N

REF: ICLAIM



