

acas working
for everyone

**Workplace
Mediation**

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Certificate in workplace mediation CIWM

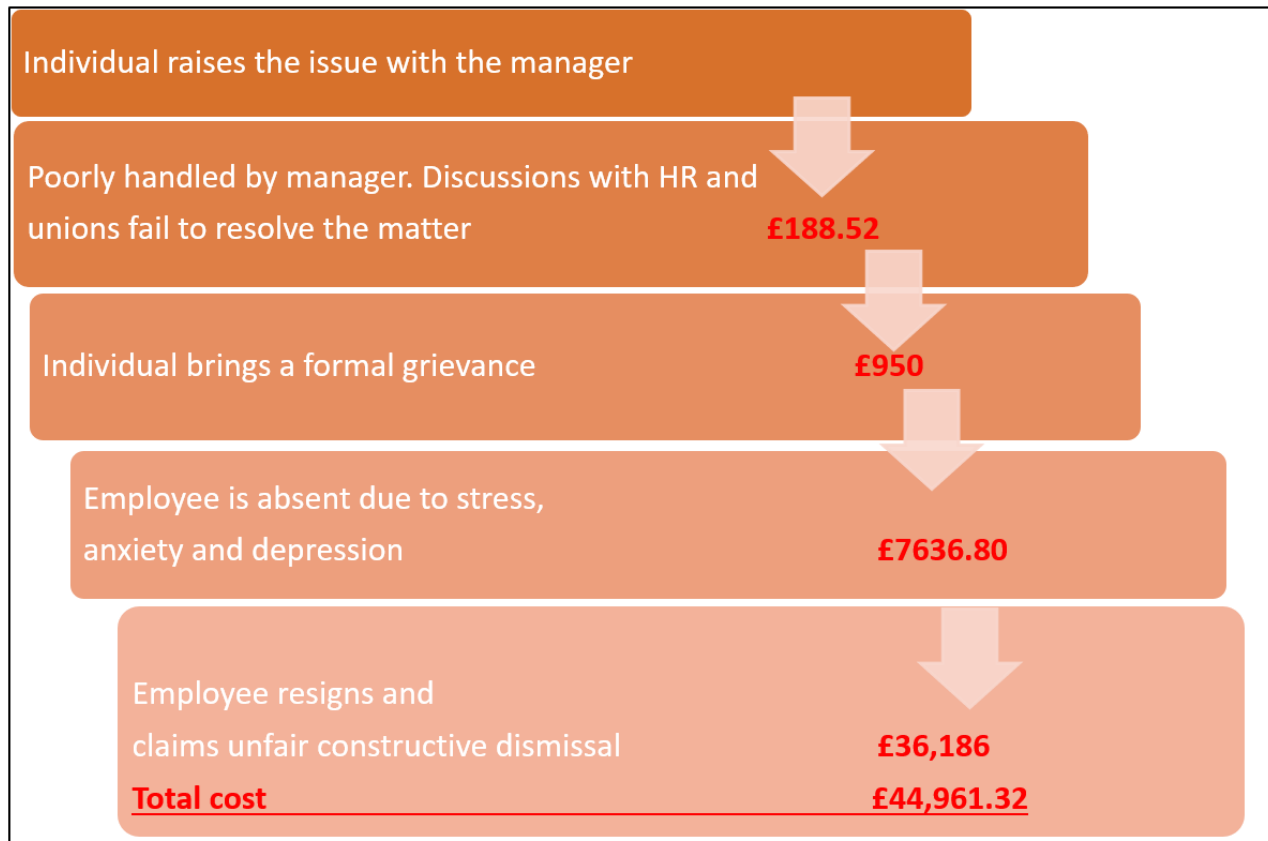
- The award is equivalent to studying at A level
- 5 days course split over 2 weeks, with assessed role plays on 4 of those days and also classroom sessions. Then 5 written questions totalling approx. 2500 words.
- Digital and in person courses
- Cost: 8 Delegates - £16,250 F2F £15,500 Digital
- Per Delegate - £2,425 F2F, £2,350 Digital

What the course covers

- understand the nature of workplace conflict
- be able to identify when internal workplace mediation is appropriate
- be able to demonstrate the skills and behaviours needed to be an effective mediator
- know the mediation model and the key tasks of each stage
- be able to manage the mediation process effectively and confidently
- know how to evaluate their own performance and that of others



The value of mediation schemes within workplaces



Professor Richard Saundry of the [University of Sheffield Management School](#) and Professor Peter Urwin of the [Centre for Employment Research, University of Westminster](#).

Workplace mediation scheme, so why bother talking to employers about it ?

- It is an informal resolution
- Can help to reduce grievance numbers
- The parties are in control of the outcome
- Training mediators upskills the workforce
- It can be accessed quickly and at the right time
- Cost effective

