



Practical mediation skills

Chair: Kevin Scallon, Policy Adviser, the Standards Board for England

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What is mediation?

Mediation is a process of dispute resolution in which an impartial third party (the mediator) facilitates a series of private and joint meetings with the parties to identify a mutually acceptable and appropriate resolution.

Mediation Works Report 2005 D.Liddle 2005

How can authorities use it?

What's in it for you?

- The key skills of mediation
- Strategies for using mediation
- An opportunity to have a go

What to take away with you

- The principles of mediation
- The role of the mediator
- The steps of mediation
- A checklist for success

Any questions?

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