



MEDIATION – A BASIC SURVIVAL GUIDE

IN ASSOCIATION WITH



WEDNESDAY 30 JUNE 2010, 09:45 TO 16:30, LONDON

09:30 **Registration**

09:45 **Introduction - Chair**

10:00 **Executive overview**

- What is mediation and how does it work
- What is the role of the mediator
- What is the role of the parties and their advisers
- Advantages and disadvantages
- Funding and costs implications in the post-Jackson era

10:45 **Workshop 1 – Avoiding presumptions and overcoming perceptions**

- An interactive exercise to demonstrate how the process works in practice and why it has become such an effective management tool in resolving a wide range of disputes.

11:15 **Workshop 2 – Negotiating skills and tactics**

- What underpins a successful negotiation? Is it effective negotiation skills? Or is it about how the skills are applied? Or is it about focusing on the importance of the relationship between the parties and trying to rebuild trust and confidence? This dynamic session will enable you to explore these options and learn how you can apply them in your own environment.

11:45 **Coffee**



- 12:00 **Breakout session 1**
Relevance for JR Cases – Gerard Khoshnaw
- Key factors to consider the case selection
 - Case Management
 - Timing and Evidence
 - Precedent and confidentiality
 - Policy and responsibility
 - Transparency, credibility and building of public trust
- Breakout session 2**
Negotiation skills and tactics – Mike Lind and John Drowley
- Employee engagement and motivation
 - Importance of communication
 - Relationship building
 - Role of ACAS
 - What managers can do themselves
 - HR issues in post 'public spending cuts' environment
- Breakout session 3**
Planning and Mediation – John Pugh-Smith
- Distinguishing between the contextual role of mediation and the use of mediatory skills
 - Appropriate situations
 - Timing
 - Mandates
 - Members
 - Third parties
- 13:15 **Lunch**
- 14:15 **Getting the best out of the mediation process**
- Planning and preparation
 - Authorisation – points to consider
 - Advocacy – what do you do in a mediation
 - Advanced skills – five top tips to improve your negotiation efficiency
 - Settlement and documentation outcome
- 15:00 **Coffee**
- 15:15 **Demonstration – "Mock" mediation – bringing to life the mediation process**
- 16:15 **Questions and answers sessions**
- 16:30 **Close – Chairman's comments**
- Presenters: Gerard Khoshnaw - Nabarro LLP, Tim Shaw – Nabarro LLP, Michael Lind – ADR Group, John Pugh-Smith – Thirty Nine Essex Street, Kirsty Cole – Newark and Sherwood District Council
- Venue: Nabarro LLP, Lacon House, 84 Theobald's Road, London WC1X 8RW
- Cost: £215 plus VAT
- CPD: This course carries 5 CPD hours (Continuing Professional Development for Solicitors)