

# CEDR's Complete Guide to Mediator Skills Training



  
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# About CEDR.

We help our clients achieve better outcomes from disputes and conflict. By putting people and dialogue first, we enable individuals and organisations to rethink internal and external conflict to improve relationships and enhance innovation, performance, wellbeing and save money.

**We do this by working with individuals, teams and leadership, focusing on:**



**Designing and operating dispute resolution mechanisms and interventions**



**Empowering people with practical conflict skills**



**Advising on process improvements to prevent the escalation of conflict**



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Dispute Resolution  
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# Mediator Skills Training at a Glance

CEDR's Mediator Skills Training has a global reputation for excellence having been designed and delivered by leading practitioners, it is about more than just becoming a mediator. Becoming a CEDR-Accredited Mediator gives you the ability to make a difference in everything you do both professionally and personally.

**12,000+**

mediators accredited  
in **70+** countries

**35**

years of institutional  
expertise

**6:1 & 4:1**

participant to trainer ratio for training  
and assessment respectively

**50+**

hours of training time and  
16+ hours of preparation

**94%**

very satisfied with  
training

*"In my 33 years as a trainer, time and time again, aspirant and experienced mediators comment on the knowledge and skills transferred on the course, and the invaluable practitioner focus of the trainers. This makes the CEDR Accreditation the international gold standard and I am proud to be part of it."*

**– Felicity Steadman, Head of CEDR Training Faculty**

# Overview of CEDR's Mediator Skills Training

CEDR's Mediator Skills Training (MST) is a five-day, intensive programme teaching you the skills and processes needed to manage and resolve disputes effectively. It includes assessment for CEDR-Accredited status, internationally recognised as the gold standard in mediation accreditation.

## Why Train with CEDR?

As one of the first organisations globally to train and accredit mediators, CEDR has amassed 35 years of institutional experience in delivering training programmes.

- Access to extensive pre-training materials on CEDR's virtual campus 6 weeks ahead of the course.
- Highly interactive, intense and challenging role-plays throughout the course to effectively embed the skills you learn.
- Continuous 1-2-1 feedback from coaches and assessors to help you develop your own style and refine your approach.
- Learn from practitioners not lecturers. All of our training faculty are practicing mediators so you benefit from the latest techniques and real-life experiences.
- The course is taught with a high trainer to participant ratio to enable extensive coaching and private one-to-one feedback to participants. We build our courses on a ratio of 1 trainer for every 6 participants for teaching days and 1 trainer for every 4 participants on coaching and assessment days.
- Train alongside a professionally diverse and accomplished cohort of participants and trainers with the opportunity to learn from different disciplines.
- Support and learning beyond the training with Mediator Professional Development (MPD) sessions in the first 12 months following accreditation and option to join MyCEDR Mediator network.

Compared with other training programmes, CEDR's is the most hands on and intense which requires a full commitment from participants.





*“Not only did the course give me a full understanding of all the elements of the mediation process, but it really helped me to hone and improve my listening and coaching skills. Furthermore, it helped with my negotiation ability both as a mediator and in collective bargaining. I was hugely impressed by CEDR’s ability to create a virtual environment that easily supported my learning.” – Euan Graham, Employee Relations Specialist*

## Who is this Training For?

CEDR’s MST is open and valuable to anyone, regardless of professional background and those who are looking to improve their ability to engage with conflict and resolve disputes.

Typically, there are two groups of individuals who train to become a CEDR-Accredited Mediator. Those looking to launch a career as a practising mediator and those who are looking for an expanded and professional conflict engagement skill set.

### Aspiring and Practicing Mediators

Whether you wish to mediate internally within your organisation or start a practice as a mediator, CEDR’s MST is designed to give you the skills and processes to deliver mediation services.

Focussing on civil and commercial cases, we teach you how to mediate a dispute from start to finish and provide you with a comprehensive and flexible framework to help you navigate even the most challenging conflicts.

CEDR’s training is also a Civil Mediation Council (CMC)-registered training course in the United Kingdom as well as an International Mediation Institute (IMI)-certified training programme. Recognition by other mediation bodies is also available.

Equally, our MST is valuable to people who have previously undergone formal or informal mediator skills training and wish to refresh or enhance their capabilities.

## Professionals Looking for an Expanded Interpersonal Skill Set

Historically, CEDR's MST was attended principally by people looking to start a mediation career. However, increasingly more and more professionals are becoming CEDR-Accredited mediators to meet a wide range of inter-personal and conflict engagement challenges within their role.

Becoming a mediator improves your skills in the following areas:

- Communicating effectively
- Negotiating with complexity and challenging people
- Managing internal and external stakeholders
- Delivering difficult messages
- Holding difficult conversations
- Facilitating in-person and virtual meetings
- Resolving early and escalated team conflicts
- Advising on dispute resolution processes and strategies
- Understanding and deploying different approaches to conflict resolution

These skills are in demand as workplaces, both in-person and hybrid are becoming more susceptible to conflict and disagreements. Equally, the national and international business environment is increasingly complex and challenging, with people required to navigate a multitude of stakeholder relationships.

*"I did not really know what I was getting myself into when signing up for the CEDR Mediator Skills Training! It was a great and intense course, highly recommend it to anybody. It will make you a better person, no less than that." – Anna Masser, Partner at Allen & Overy, Head of Arbitration in Germany*





Typically, people advance in their career due to technical expertise and often neglect or are given little support when it comes to the challenges above. CEDR's Mediator Skills Training is a professional investment in these key skills, backed by a world leading and recognised accreditation in excellence.

Examples of professions of people who have become CEDR-Accredited Mediators:

- In-House/General Counsel
- Project Manager
- C-Suite Executives (CEO, COO, CHRO)
- Quantity Surveyor
- Head of Compliance
- Architect
- Surgeon
- Head of People
- Commercial Manager
- Contracts and Claims Manager
- Business Development Manager
- Law Firm Partner
- Methodist Minister
- Human Resources and Employee Relations
- Compliance Officer
- Barrister
- Dentist
- Company Secretary and Board Member
- Loss Adjuster
- Head of Tax
- Director of Underwriting Transformation

We are also proud to train mediators across the full spectrum of industries, with a particular focus on:

- Construction
- Banking & Finance
- Pharmaceuticals
- Telecommunications
- Healthcare
- Professional Services
- International Agencies
- Energy & Utilities

As well as training individuals to become mediators, CEDR also partners with organisations to deliver in-house skills training for whole teams and departments. Companies include Nokia, AstraZeneca, Skuld, Takeda and Barclays.



**Speak to us about in-house training**

or email [training@cedr.com](mailto:training@cedr.com)

# Before the Training

It is important to stress that CEDR's training is intensive and highly demanding, covering a significant amount of content each day accompanied by heavy use of role-play.

We therefore strongly recommend that participants sign up, where possible, six weeks in advance to undertake roughly **16 hours** of pre-reading and preparation.

This is managed through our dedicated Virtual Campus where you will:

- Gain access to CEDR's Mediator Handbook
- Connect with fellow participants
- Meet your trainers
- Ask any questions you may have
- Benefit from a wide range of conflict engagement resources
- Learn more about the framework of the course

Through this platform, you will have everything you need to gain a strong understanding and foundation in mediation theory which will be built upon during the course.

Skipping, or investing little time in preparing for the course is not advised and has been shown to have an impact on meeting the requirements for CEDR Accreditation.

Each Mediator Skills Training has an assigned programme manager, supported by a booking manager who you can contact for support, either through the Virtual Campus, or [training@cedr.com](mailto:training@cedr.com).

*"It was by far the best course I've attended. I couldn't have succeeded without the incredible collegiate nature of the CEDR faculty and my fellow participants. I have to be honest, it was a tough week but their infectious energy saw me through. I'm looking forward to applying and developing the skills learnt in my next role." – Hannah Perry, Business Transformation Executive*



You can also find answers to frequently asked questions about the course here.

# Training Locations and Curriculum

CEDR has delivered its Mediator Skills Training in over 70 countries as well as online. On an annual basis, we typically run courses in

- London
- Dublin
- Paris
- Hong Kong
- Abu Dhabi
- Online

We have also run trainings in Madrid, Basel, Tokyo, Washington D.C and Hanoi.



*Great thanks to the CEDR London team for such an amazing 5 days of learning, reflection and camaraderie! One of the best trainings, such thoughtful program with lots of opportunities for application and excellent trainers who are dedicated and fun! - Christina Pak, Principal Counsel and Head, Law & Policy Reform, Asian Development Bank*

Regardless of where you train, the course will usually last five days (six days for online) with a day or two day break in between. The days will run from 08:30 – 18:00 (may vary depending on location).

### PRE-COURSE

- Online pre-reading and learning through CEDR's Virtual Campus.
- Connect with peers and trainers.

### DAY 1



- Teaching and Practice Day.
- We start with theory, process, and key skills in the early phases of mediation. By alternating the methods of delivery between theoretical input and demonstration from trainers, and practical exercise and role-playing, we explore the phases of mediation, preparation, mediator opening, what and how to explore, active listening skills, and managing emotions.

### DAY 2



- Teaching and Practice Day.
- This covers theory, process, and key skills in the later phases of mediation; bargaining and concluding. Sessions include: managing offers, negotiation skills, dealing with deadlock, reality testing, and ethics. Delivered through theoretical input and demonstration from trainers as well as practical exercise and role-playing.

### DAY 3



- Coaching and Practice Day.
- Participants will mediate a case throughout the day during which they will act as the mediator, as well as role-play different parties in dispute.
- This will be accompanied with live coaching and 1-2-1 feedback from CEDR trainers as well as the opportunity to learn from others.

### DAY 4



- 1st Assessment Day.
- This is the start of the practical assessment for CEDR-Accredited status where participants will mediate once throughout. Assessment is graded against several core competencies, details of which can be accessed upon registration on the course.
- Further coaching and feedback will be given throughout as well as opportunities for group learning.

### DAY 5



- 2nd Assessment Day.
- Participants will again mediate once throughout the day and be assessed against the core competencies and be provided with a final round of coaching and feedback. Following the assessments, there will be a cohort debrief and information on the mandatory post-course assignment.

### POST-COURSE

- Following the training, participants will be required to undergo a post-course assignment, details of which will be provided at the time via the Virtual Campus. You will also be asked to reflect on the training and provide feedback. This must be completed within two weeks following the course.

### AWARDING ACCREDITATION

- Roughly six weeks following the training, participants will learn if they have achieved CEDR-Accredited status. On average, 75% attain this although there is not a set quota for accreditation and therefore it is possible everyone on a single course passes first time.
- There are options to resit the accreditation phase. Details of this can be discussed with your programme manager at the time.

# What You Will Learn

CEDR's Mediator Skills Training is designed to give you the inter-personal and process design skills needed to effectively mediate a wide range of disputes, both formally and informally.

The applicability of these skills extends beyond just mediation and have utility to a range of challenges (see section on expanded conflict skill set).

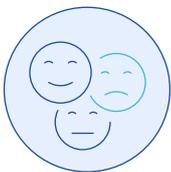
## Here is a snapshot of what you can expect to learn

1. Active Listening Skills
2. Managing Emotions
3. Working with a Flexible Framework
4. Effective Information Exchange
5. Challenging Parties and Reality Testing
6. Conflict & Negotiation Styles and Adapting your Approach



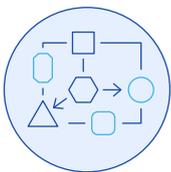
## Active Listening Skills

- These are the interpersonal skills that underpin all elements of the course. They are a set of techniques which enhance your ability to connect with others authentically, uncover information and drivers and improve your ability to de-escalate tense situations.
- CEDR's Mediator Skills Training places an emphasis on being more cognizant and competent in actively, not passively listening to people and using it as an opportunity to improve the quality of dialogue taking place.



## Managing Emotions

- Regardless of when or how you are interacting with others, to ignore or devalue the role emotion plays is to ignore the opportunity to achieve better and more sustainable outcomes. Behavioural psychology tells us that our actions precede our reasons, despite believing that we think, then reason and then act.
- Whether having a difficult conversation with a colleague or negotiating a large and complex commercial transaction, it is critical to be able to engage effectively with a range of emotions. This will help with generating and maintaining rapport, diffusing tense situations, shaping your proposals and enhancing your levels of comfort and control when faced with difficulty.



## Working with a Flexible Framework

- The skills of a mediator are most effective when applied within the context of a framework or roadmap. This again applies to everyday conversations, right through to more complex, multi-party negotiations.
- CEDR's model provides you with the ability to diagnose where you are in your discussions, what is needed to progress and critically, how you need to strategically shift your approach to move past deadlock.
- The Mediator Skills Training embeds the use of a framework and ensures you can appreciate its value but also recognise what is required at each step to be able to move forward.



## Effective Information Exchange

- Mediating disputes, facilitating discussions, managing stakeholders or chairing meetings all requires the ability to extract information and then decide what to do with it. Often you will be required to think strategically about how this information is exchanged between people and groups in a way that ensures the dialogue remains contrastive.
- Do you relay the information? Who should speak from each side of the discussion? How do you help people package messages so they will be received better? Do you convene different groups, at different times and in different settings?
- These involve skill and process considerations which are taught on CEDR's Mediator Skills Training programme.



## Challenging Parties and Reality Testing

- In any interpersonal setting, it is critical to be able to effectively challenge assumptions, conventional wisdom and deeply held views in order to help progress the discussion. Without this, you run the risk of deadlock setting in and progress stalling.
- There is an art to this skill however. Done poorly, you risk derailing the negotiation. Done right and you are able to get people to think more pragmatically with a view to uncovering common ground and devising a way forward. This also involves giving people feedback which many struggle with.
- As a facilitator, manager, or mediator, you need to be able to challenge people and present them with alternate views and realities.



## Conflict and Negotiation Styles and Adapting your Approach

- Everyone has their preferred or default approach to conflict and negotiating. There is nothing wrong with this. However, in order to be more strategic and effective, you need to be able to adapt your approach to the situation you face and the individuals involved.
- CEDR's training helps you understand your style as well as that of others and critically what the benefits of each are. You are then encouraged to go one step further and learn how to deploy different styles in order to have more productive conversations. This is known as moving from style to strategy and is one of the hallmarks of sophisticated negotiators.

*"The Mediator Skills Training Course helped highlight my strengths and weaknesses which will enable me to develop as a General Counsel and as a mediator."* – **Kyle Wright, General Counsel, FMCG**

*"The course is not for the faint-hearted. A full on 5 days where I had to think outside the box, challenge myself and embrace role-plays."* – **Senior Industrial Relations Manager at Centrica**

# How You Will Learn

This is not a theoretical course. Yes, understanding the theory behind mediation and conflict engagement is important and we include that in our pre-reading, but the actual course is focussed on doing. This means you will be required to practice what you have been taught in simulated and intense role-plays.

For CEDR, this is critical in embedding the skills and processes you have learned so you are able to immediately and sustainably apply them from the moment you finish the training.

Alongside the role-plays, you will also receive detailed, one-to-one feedback and coaching to help you develop your approach and individual style.

You will take turns mediating disputes at various stages in the process as well as role-playing various parties. This provides you with the opportunity to learn from mediating while also learning from your fellow course participants and how they perform.

*“CEDR’s training is intense. Expect to work hard and engage in countless role-plays.” – Dorothee Schramm, Swiss Arbitrator & Lawyer*

# Who You will Learn From

## Practitioners. Not lecturers.

All CEDR’s trainers, facilitators and coaches are practitioners. They regularly use the skills and processes they teach to help individuals, teams and organisations resolve disputes and better work with conflict.

This means you are gaining access to knowledge on how to use the skills of a mediator in different

contexts to meet a wide range of challenges. You will also benefit from the latest thinking in dispute resolution and conflict management as our professionals are required to undergo regular and rigorous professional development.

We also ensure our team comes from a diverse professional and personal background, maximising and leveraging collective experience and expertise. These backgrounds include



Legal (private practice and In-house)



Industrial Relations



Human Resources and Employee Relations



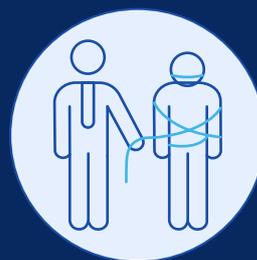
Commercial Business



Intercultural Relations



Clinical Psychology



Hostage and Crisis Negotiation



International Peace-making

# Trainer Spotlights

**CEDR has over 50 trainers in 20 different countries. Here is a sample of who you will learn from.**



## Tracey Fox

Background in clinical psychology, neurological rehabilitation and organisational behaviour, now with over 20 years' experience in resolving sensitive and complex disputes.



## Felicity Steadman

Industrial relations expert with extensive experience in the trade union movement in post-apartheid South Africa. Now a full-time commercial mediator and CEDR trainer.



## Gillian Caroe

Previously held senior commercial roles at some of the world's large companies, including Mars, before transitioning to focus full-time on mediating, training and coaching.



## Alan Jacobs

Former law firm partner at DLA Piper and Mills & Reeve. Over 30 years of dispute resolution experience with a specialism in clinical negligence claims.



## Chula Rupashina

Former Senior Crisis Negotiator for Metropolitan Police with expertise in criminal sieges and international terrorism. Full-time mediator and trainer with CEDR.



## Lisa Drake

Employment and workplace conflict specialist with expertise in helping large organisations better intercept and resolve disputes.



## Amrik Kandola

Law firm partner, specialising in construction, engineering, energy and transport disputes with over 30 years of experience.



## Neil Goodrum

Former senior litigation partner for 27 years before becoming full-time CEDR mediator and trainer. Has trained CEDR-Accredited mediators in over 10 countries worldwide.

*"The CEDR course was intense, fast-paced and fun. I now feel equipped to mediate a variety of disputes." – David Romain, Managing Partner*

## Learn From Each Other

A large part of becoming a CEDR-Accredited Mediator is the opportunity to work and learn alongside a group of like-minded and professionally diverse cohort. The camaraderie shared on our courses is often cited as one of the most enjoyable aspects of working with us.

Spending five intense days training together in some instances forms lifelong professional and personal friendships.

Furthermore, the course, through the role-plays gives you the opportunity to learn from one another. You benefit from seeing different approaches and styles and the feedback on each from the coaches and assessors.

We are also proud of the calibre of people who train with us which, historically was predominantly dispute resolution lawyers but now includes a wide and varied mix of professions, from methodist ministers to army personnel. Gaining the perspectives and experiences of others enhances the learning for all.

# Hear from CEDR- Accredited Mediators



**Francesca Jaffa**  
Senior HR Relationship  
Manager (VP) at DWS  
Group

[More information](#)



**Caroline Davies**  
Interim Project  
Manager in the NHS  
and Mediator

[More information](#)



**Leah-Alpren Waterman**  
Of Counsel, Knowledge  
Lawyer, Mishcon de  
Reya

[More information](#)



**Tony Coveney**  
Former Investment  
Banker and Asset  
Manager

[More information](#)

## Hear from Your Trainers & Alumni



# Useful Information and On-Going Support

## Programme Managers

Our programme managers are on hand to help you with any questions you may have before, during or after the course. If you need any assistance at any stage of your training journey with us, please contact us at [training@cedr.com](mailto:training@cedr.com)

## MyCEDR

Join our leading professional development network MyCEDR, to access exclusive benefits designed to assist your mediation development. Membership benefits include the opportunity to observe a CEDR mediation, attend six free masterclasses per year, and view exclusive content in the MyCEDR platform. You will also be sent a monthly bulletin that includes developments in the mediation world, events and more. Membership benefits vary by location.

## Organisational Membership

We offer Organisational Memberships for organisations wishing to support CEDR's research in the mediation and alternative dispute resolution field. This membership grants up to 50 members access to all MyCEDR benefits.

## Partner Membership

Our Partner membership is a discounted membership for eligible ADR partners, and grants access to all MyCEDR benefits. Please contact us if you are unsure about your eligibility.

## MPD sessions

**CEDR-Accredited Mediators are also entitled to attend all four of our CEDR Mediator Professional Development Sessions in the year following their accreditation, free of charge.**

These are two-three hour sessions run at the CEDR Offices in London and cover the following topics:

- Marketing yourself and your Mediation Practice
- Advanced Negotiation for Mediators
- Top Tips from Mediators
- Creative Use of Mediator Skills: Beyond a 'day' in Mediation

Please visit our website to book MPD sessions via our training calendar.

## Special requirements

(including accessibility and vulnerability)

Please let us know if you have any special requirements in advance of your training so that we can do our best to accommodate you. More information about our accessibility and vulnerability policies can be found on our website.



  
**Useful information**

Please visit our knowledge base for more frequently asked questions on our Mediator Skills Training.

## KEY CONTACT



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GET IN TOUCH



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