



**CROWTHER**  
MEDIATION

## Civil/Commercial/Workplace Mediation Foundation Training Course

The name Crowther has become synonymous with resolving disputes, both nationally and internationally. Having successfully trained mediators all over the world, we have built a solid reputation for delivering high-quality training programs that empower individuals to effectively resolve conflicts through mediation.

Our five day Civil Commercial Mediation training course and six day Workplace Mediation Training Course have received

the highest standard of accreditation from the Civil Mediation Council (CMC) in the UK and the International Mediation Institute (IMI), giving our delegates an internationally recognised dual qualification. This recognised kite mark of excellence will allow you to embark on a career in mediation across multiple jurisdictions, worldwide.





## Why train with us?

Crowther Mediation have earned a reputation for excellence in dispute resolution. Our mediators have achieved incredible results in high profile, complex matters all over the world. We have also lobbied for changes in legislation in the UK, Greece, UAE and Pakistan. We have sat on the board of numerous organisations shaping the future of mediation and developing the mediation processes used in various legal frameworks today.

Having taught mediation and dispute resolution globally, for a number of years, it made sense for us to develop our own Civil/ Workplace Mediation Foundation Training Course in 2020. The course achieved instant recognition, becoming the fastest accredited course. It became clear to us, the mediation market had been waiting for this. The Crowther Mediation Foundation Training Course is delivered in universities in the UK, UAE and Europe.

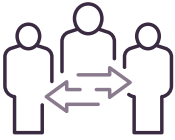


Our trainers all have a wealth of experience in the field of mediation and this is evidenced in the training they deliver. Delegates benefit from working with real life scenarios and trainers who have learned from their own experiences, and are willing to share them. Their knowledge and passion for mediation can be seen in the lectures they deliver and their engaging teachings.

“This is an appeal solely about costs. It is also a sad case about lost opportunities for mediation. It demonstrates, in a particular class of dispute, how wasteful and destructive litigation can be.”

**Rix LJ, Rolf v De Guerin [2011] EWCA Civ 78**





# Civil / Commercial Mediation Training

This course comprises of a minimum of 40 hours in person or hybrid training, delivered by one of our accredited lead trainers. To achieve the best possible results for our delegates, our training courses have a very small trainer: delegate ratio of 1:6. This allows our experienced trainers to provide one to one support, observations and feedback.

The training course takes place over five days and comprises of 50% role play exercises, allowing you to practice your mediation skills. All of our role plays are based on real cases.

The course creates a rich and stimulating environment with plenty of opportunities to interact with the course trainers and

fellow delegates. Case study mediation exercises, group discussions and debriefing sessions enable you to practice the skills you have learned.

Trainers are available to you throughout the programme to discuss any aspect of the course including practical difficulties. Crowther Mediation brings together leading knowledge in the field of Civil/ Commercial Mediation training to ensure that each delegate understands the context and application of the core skills needed to become an excellent mediator.



## Workplace Mediation Training

Those delegates who successfully complete the 40 hours Civil/Commercial foundation training course can go on to complete an additional 8 hours Workplace Mediation Training course, giving them the dual qualification of workplace mediator and civil/commercial mediator. These additional one day courses are run at regular intervals throughout the year.

“Tell me and I forget. Teach me and I remember.  
Involve me and I learn.”

**Benjamin Franklin**





# Post training professional development

Upon successful completion of the internationally recognised foundation training course, you can register with the CMC as a mediator working towards accreditation. You will need to observe a number of mediation sessions, to achieve 10 observation points, before registering as an accredited mediator with the CMC.



## Course materials

Each of our delegates will receive a CMC/ IMI approved Crowther Mediation training manual, along with additional handouts relating to governing bodies and legislation affecting mediation. We also provide over ten different role play scenarios and feedback forms. These materials can be provided online and in person.



## Course objectives

- Welcome and introduction to Civil Mediation Foundation Training
- Civil Mediation - an overview:
  - Types of dispute resolution and where civil mediation fits in
  - History of civil mediation and recent developments
- Definition of mediation
- Core principles of mediation
- Mediation process – five stages of mediation
- Civil mediation skills
- Negotiations in mediation
- Addressing high conflict cases and power imbalances
- Diversity and equality within the mediation process
- Bringing mediation to a conclusion

“An ounce of mediation is worth a pound of arbitration and a ton of litigation!”

**Joseph Grynbaum**





## Feedback

“I had a great experience attending the Civil Mediation Foundation Training course, which was conducted by Nicola Crowther. The course content was highly relevant and provided a comprehensive understanding of civil mediation. The course materials and handouts were well-prepared and assisted in the learning process. Nicola Crowther's expertise and delivery as a trainer were exceptional, making the learning experience highly valuable. Overall, I highly recommend this course to any colleague who is interested in advancing their mediation skills.”

**Kingsley Boateng**

“A great course. I really enjoyed the interactive sessions. The role plays were insightful and thought provoking, giving us a real opportunity to practice our new found mediation skills. Not only were the trainers knowledgeable and engaging, but they were really supportive in helping all the delegates on our course to understand the concepts and develop their skills. I would highly recommend this course to any HR professional.”

**Claire Dodds**  
Oculus HR

“Nicola's considerable experience and expertise provided a valuable insight into the world of Civil mediation. She is very personable and easy to learn from, balancing everyone's level of expertise within in the group. The course materials were conveyed in an effective way, the use of real case studies allowed you to gain very valuable experience. It is an intense course, but I found it both thought provoking, inspiring and really good fun and would highly recommend training with Crowther Mediation.”

**Jenny Carter**  
David Gray Solicitors



# Where disputes end and conversations start...

Crowther Mediation specialises in civil, family and workplace mediation



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