

DEVELOPING MEDIATION SKILLS



CREATING RESOLUTION FOCUSED LEADERS



There's always a solution with a touch of PRAGMATISM

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WHY US?



We do what we do because we understand the devastating impact ongoing disputes and poor employee relations have on individuals and organisations.

Whether you're looking to enhance your own skills or develop teams, the core focus is the same: transforming culture by shifting the focus from traditional grievances to issue resolution.

We use our decades of experience in mediation to train new mediators, and to develop the confidence of managers to have those "difficult" conversations and nip issues in the bud.



RESOLUTION CULTURE

Formal grievances don't resolve issues: they often make things worse. Enabling employees to work out solutions really does change culture!



DEVELOPING CAPABLE LEADERS

Managers who can actively listen, show empathy and clearly communicate are essential for great employee relations. They prevent conflict from escalating!



SAVING TIME & COST

Formal grievances & tribunals waste time & money, without resolving the issues. Most complex mediations only take a day & do reach a resolution!



REDUCING STRESS

In conflict, all parties (including families, HR and managers) suffer horrendously. When they reach a solution in mediation you can almost see the stress lifting!

“ Having first trained in these skills all the way back in 1996 I've seen the impact they've had on thousands of individuals, teams and organisations.

No matter what your job title or organisation type, we can equip you with the skills to resolve and prevent disputes in your workplace, developing a vastly improved employee relations culture.

OUR FOUNDER

Pete Colby



Pete spent over three decades in industry, mainly in demanding employee relations environments. He has a passionate aversion to formal grievances (and most formal disciplinarys) which he sees as a failure - mainly the failure of organisations to resolve issues informally. He has regularly witnessed formal processes wasting time, money & causing undue stress - all of which could have been avoided.

“I created the company after helping resolve thousands of workplace issues through mediation - from minor spats in the office, team fallouts, trade union strikes or multi million-pound shareholder disputes. Whatever the issue they all needed proper, honest conversations - and that's exactly what we help people to do.”

OUR ETHOS

As a professional service, it's really important to us that we work with our clients in the best possible way.

Customer service is our highest priority, and we believe in being completely open and transparent - whether that's about our pricing, what to expect or the processes that we follow.

The way we get the results is equally as important as the results themselves.



CUSTOMER FOCUSED

We want our clients, our training delegates and mediation parties to feel comfortable and to have the best possible experience with us.

We keep this central to everything we do.



HONEST

We'll guide you to the best solutions, not the most expensive.

We're fully transparent - from our own pricing, to how we feel things are working. We don't believe in surprises!



CARING

We genuinely care about the people we work with - whether it be in mediations or training. We will use our experience to help you. We won't preach about anything that we haven't done, or can't do ourselves.



STRAIGHT TALKING

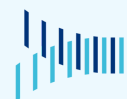
In mediations we never shy away from difficult conversations, and in training we develop your confidence to do the same in a safe and structured way. It's at the heart of dispute resolution.



WE NEVER GIVE UP

In mediations, people regularly tell us they can't imagine a solution being found. We work with all parties - even when there seems no hope, as we know there will always be a solution. We apply this same attitude to our training by supporting you to develop your own resilience and sharing the techniques we've developed over a number of years.

There's always a solution with a touch of **PRAGMATISM**



Contact Us



0333 987 5185

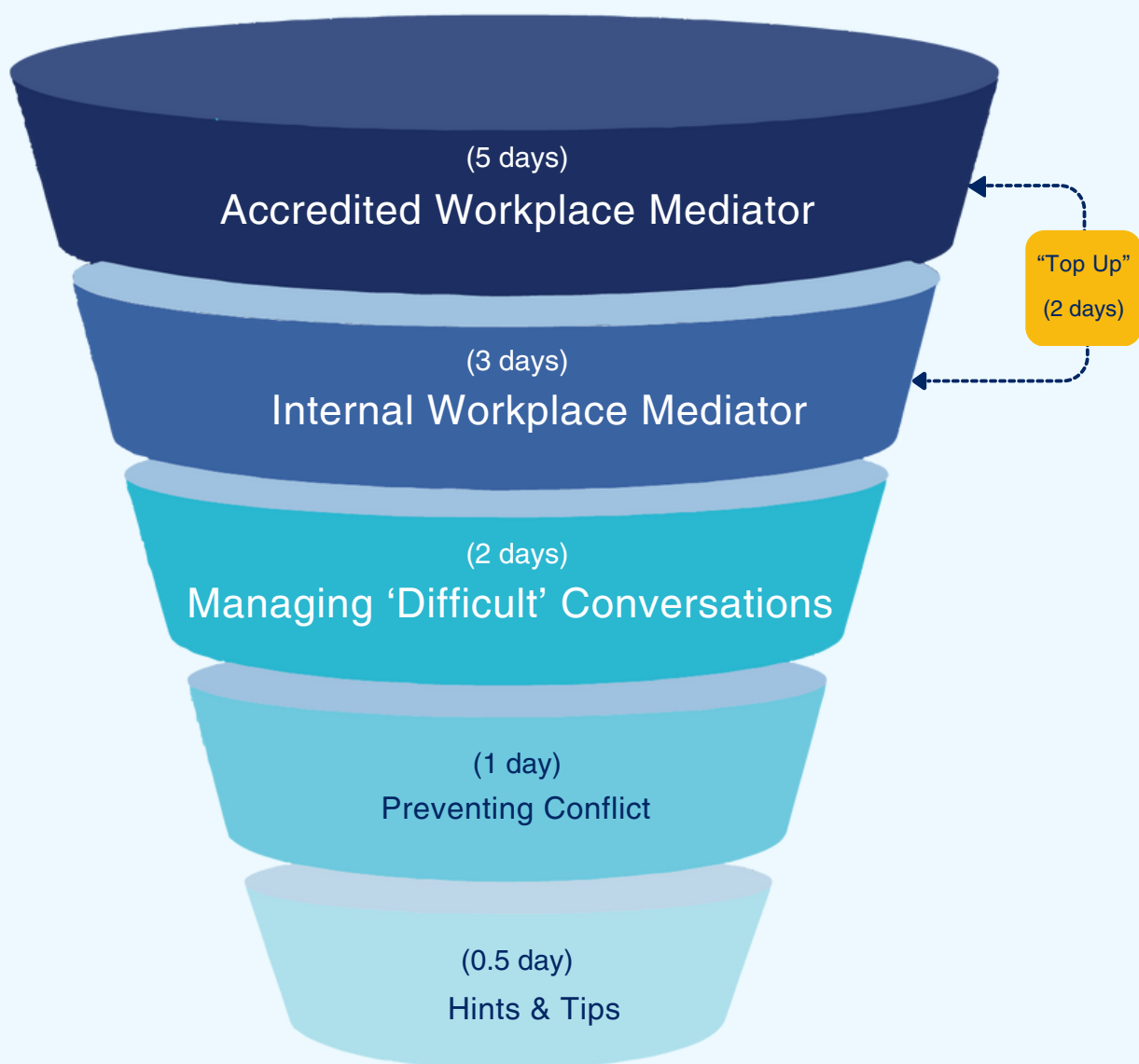


info@pragmatism-uk.co.uk

YOUR OPTIONS

Our training is designed to give you options; whether your goal is to enable managers to have those 'difficult' conversations, to build a team of internal mediators, or to pursue mediation training personally, we offer a solution to fit your needs.

While we passionately feel that everyone has a responsibility to understand & confidently deal with disputes in the workplace, the skills & training you need will vary depending on your current role and future aspirations.



Each training programme delivers the essentials of conflict resolution - and critically, conflict prevention. Nipping issues in the bud is, after all, the best approach - be it at work or at home.

Whether you wish to become a Civil Mediation Council (CMC) Accredited Mediator, an Internal Mediator within your organisation or you have leaders who wish to master those 'difficult' conversations, we have the training resources and expertise to equip you.

TRAIN AS A WORKPLACE MEDIATOR

“Pragmatism offered one of the best courses I’ve ever attended! It was super engaging & fun. The trainers were outstanding in their knowledge but also their ability to train others was exceptional. Hands down, the best course I’ve been on!”

Sarah

OUR SENIOR TRAINER

Charlotte



Charlotte has worked across all sectors and for many big brands as a HR professional. She is also a highly regarded trainer, having taught CIPD level 7 for many years.

As a CMC-accredited workplace, civil & commercial mediator Charlotte travels nationally training workplace mediators.

During the final two days of the accredited mediator training, whilst Pete is assessing, Charlotte coaches delegates. This coaching is focused on people’s future and becoming the best workplace mediators possible.

We’ve purposely designed our training to flex to your current commitments and aspirations, providing you with multiple options to train as a Workplace Mediator with us.

**INTERNAL
WORKPLACE
MEDIATOR**

3 Days

OPTION 1

For those who don’t need to become CMC accredited but do want to learn the same skills & gain the confidence to be an internal mediator within their own organisation.

CMC
CIVIL MEDIATION COUNCIL

**CMC ACCREDITED
“TOP-UP”**

2 Days

+

**INTERNAL
WORKPLACE
MEDIATOR**

3 Days

OPTION 2

For those who want to be CMC accredited but wish to take a break after the 3 days training and return to “top-up” at a later date. Ideal if you’re unsure about accreditation.

CMC
CIVIL MEDIATION COUNCIL

**CMC ACCREDITED
WORKPLACE
MEDIATOR**

5 Days

OPTION 3

For those who do want to become CMC accredited and would prefer to do the fully accredited programme over 5 continuous days.

ACCREDITED WORKPLACE MEDIATOR



At a glance

Grounded in tried and tested mediation methodologies and bolstered by decades of experience. Our **5 day Accredited Training** is designed to give you the skills, techniques and confidence to make a real difference to your career, enabling you to mediate either within your own organisation or work externally across others.

A Trusted Provider

Once you have successfully passed our 5 day programme you can join the



as an Associate Mediator and, after gaining the required experience points, you can then become a Registered Workplace Mediator.

Why Choose Us?

We genuinely want you to become the best workplace mediator possible so that you can help employees and organisations around the UK to deliver cultural change.

Our trainers don't just preach theories - they're active real-life mediators who have over 30 years of mediating experience. Their main 'day job' is working as professional mediators.

Details

We firmly believe that successful training in mediation can only be fully effective in person. Therefore, our 5 day accredited training programme can either be delivered at our amazing venue in Nottinghamshire, or in your own organisation.



5 days



In Person



Our Venue
or your
Organisation

What does it cost?

• Early Booking:

£1,992 + VAT per person

• Full Price:

£2,490 + VAT per person

*Prices based on attending our Nottinghamshire venue

Why This Course?



Formally accredited by the Civil Mediation Council (CMC), the main professional mediation body for workplace mediation in the UK.



Over 20 hours of practicing and honing your mediation skills, together with practical coaching for your future as a mediator.



The ability to mediate all types of workplace and employment disputes, joining a community of accredited mediators with future support as required.



INTERNAL WORKPLACE MEDIATOR



At a glance

Organisations who train mediators internally move away from grievance procedures towards issue-resolution mindsets, and it really does transform culture.

One organisation went from an average of 12 formal grievances per week to just one formal grievance in 15 months. This was all achieved by a 'mediation first' approach using effective internal mediators.



2 Day "Top-Up"

When you've successfully completed this course, you have the option to "top up" with the final 2 days of the **CMC Accredited Workplace Mediator course**

What does it cost?

• **Early Booking:**
£996 +VAT per person

• **Full Price:**
£1,245 +VAT per person

*Prices based on attending our Nottinghamshire venue



Why Choose Us?

We know first hand the difference that can be made by training internal mediators. Our hundreds of previous delegates regularly share their success stories with us, and how mediation skills have enhanced their professional & personal lives.

We've decades of actual mediation experience and we've delivered results for some of the biggest brands around the UK both in mediation and training teams of internal mediators.

Details

We firmly believe that successful training in mediation can only be fully effective in person. Therefore, our 3 day internal mediator training programme can either be delivered at our amazing venue in Nottinghamshire, or in your own organisation.



3 days



In Person



Our Venue
or your
Organisation

Why This Course?



You will be able to mediate all types of disputes in your workplace and will have a life skill which will remain with you forever.



After three days you will be trained to a higher level than the ACAS 5-day programme, and you can then 'top up' to CMC accreditation level by attending two additional days.



Around 10 hours of practical 'having a go' at mediation and group coaching to hone your skills as a mediator.

OUR TRAINING VENUE

Within easy access to the M1, Eastwood Hall is a welcoming hotel and conference venue in Nottinghamshire that we've been using as our preferred training venue for many years.

- 26 Acres of landscaped grounds
- Free Wi-Fi
- 152 Modern bedrooms
- Bar & Restaurant
- Leisure Facilities including indoor swimming pool
- Dog-friendly hotel



WE CAN COME TO YOU



If you can provide a venue that includes a training room, syndicate rooms & refreshments then we'll gladly come to you! This photo is the wonderful team of HR and leaders at Lush who are now very competent mediators. Benefits of in-house training at your venue include:-

- Organisation specific discussions
- Strengthening team working
- Building a community with a common purpose
- More cost-effective per delegate

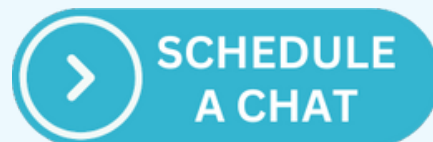
What does it Cost?

3 Day Internal Mediator

- Up to 12 delegates
£7,995 + VAT per course
- Each additional delegate
£249 + VAT per course

5 Day Accredited Mediator

- Up to 12 delegates:
£15,990 + VAT per course
- Each additional delegate:
£498 + VAT per person



LEADERSHIP DEVELOPMENT



“

I attended a two day Managing 'Difficult' Conversations course with work colleagues and I feel more confident with approaching difficult conversations and will use the strategies taught on the course both in and outside work. The group discussions and role plays with colleagues were both helpful, insightful and enjoyable.

I have recommended the course to others.

”

Vicky



PETE'S THOUGHTS



The most common root cause of the thousands of workplace issues I've dealt with over the last three decades is leadership capability, but it isn't usually the fault of any individual. Organisations often don't develop their managers in how to have effective conversations with employees.

There's a very common frustration which so many organisations talk to me about - that managers aren't able to have 'difficult' conversations. This is why we developed our three tiers of training for leaders.

Conversations are only difficult because managers don't have the confidence to have them - they don't have the confidence because they've never been given the skills, tools and techniques.

Leading people can be tough, but not everybody needs to be a mediator. This is why we've taken many of the key skills that we use as mediators and run three different levels of leadership development.

Our most popular course is the 2-day Managing 'Difficult' Conversations. Delegates learn from a qualified and experienced mediator how to nip issues in the bud - conversations which previously would have been avoided.

Organisations that develop resolution-focused leaders and HR professionals will create happier & healthier workplaces that achieve:-

- Increased employee morale & productivity
- Reduced staff turnover and associated recruitment costs
- Increased performance & collaboration within teams
- Less conflicts escalating to a level where they become more challenging to resolve



**SCHEDULE
A CHAT**

MANAGING 'DIFFICULT' CONVERSATIONS



At a glance

Designed for managers who are responsible for teams of employees. This programme helps them to lead by facilitating and navigating challenging discussions in the workplace, building trust and rapport with employees, clients and stakeholders.

Having a go!

We're called Pragmatism for a reason - we're not about theories. We enable managers to actually have real and proper conversations.

You will learn by practising to 'have a go' in a safe & friendly environment, with two opportunities each day for you to practise your new skills.

What does it cost?

- **Up to 12 delegates:**
£5,330 +VAT per course
- Each additional delegate:
£166 +VAT per additional person

*Excludes expenses



Why Choose Us?

A professional mediator helps managers to master the art of managing conversations previously avoided due to being classed as too 'difficult'. Our training aims to equip leaders with the skills and strategies necessary to effectively resolve and prevent conflicts, address sensitive topics and handle difficult conversations with empathy and professionalism.

Details

We firmly believe that successful training in these skills can only be fully effective in person, therefore our Managing 'Difficult' Conversations training programme is delivered in-person at your own organisation.



2 days



In Person



At your
Organisation

Why This Course?



You will gain the confidence to have conversations previously seen as 'difficult', through practise and coaching by a mediator.



Practise techniques for resolving conflicts and disagreements in a constructive and respectful manner.



Explore the benefits of early conflict resolution to prevent misunderstandings and improve team dynamics.

PREVENTING CONFLICT



At a glance

Addressing workplace disputes can be stressful for all parties involved, this training is designed for professionals who want to proactively prevent conflicts and promote a harmonious work environment.

What does it cost?

- Up to 12 delegates
£2,665 + VAT per course
- Each additional delegate:
£83 + VAT per additional person

Why Choose Us?

This training focuses on developing skills and strategies to identify potential sources of conflict, address issues early on and maintain positive relationships within the workplace.

Details



1 day



In Person
or Online



At your
Organisation
or Online

HINTS & TIPS from a Mediator



At a glance

For those who want an awareness of conflict resolution, and to pick up a few hints and tips from a professional mediator, this course is for you. These tips are not restricted to work - they're also useful in personal lives!

What does it cost?

- Up to 12 delegates
£1,332 + VAT per course
- Each additional delegate:
£41 + VAT per additional person

Why Choose Us?

We have decades of experience in conflict resolution, prevention and leadership. We've utilised all of the techniques you'll learn many times. The tips you'll learn are all practical and perfectly achievable.

Details



0.5 day



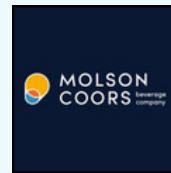
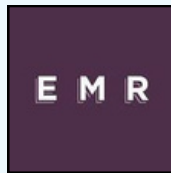
In Person
or Online



At your
Organisation
or Online

WHY CHOOSE US?

Trusted by leading organisations

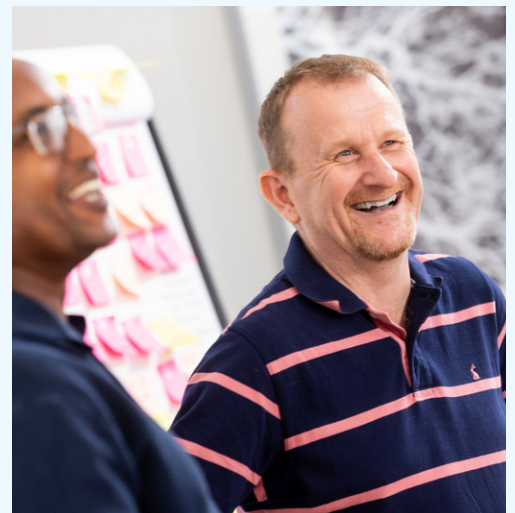


“

The course has fundamentally challenged and reframed my thinking and approach. I thought the course would be fairly easy, it's not, but that is all the more reason to attend. Personally and professionally, I got so much out of these 5 days and like so many people have said, I wish I'd have done it sooner. ”

Helen

[READ MORE TESTIMONIALS !\[\]\(2088942ccfedc84a0a076c3fee3541aa_img.jpg\)](#)



THANK YOU

For your interest in our training programmes.
We hope to welcome you onto one of our
courses soon.



PRAGMATISM
MEDIATION & EMPLOYEE RELATIONS



LET'S STAY CONNECTED



www.pragmatism-uk.co.uk



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