



2022 Mediation Training

*In Association with
Tamayyaz and ConfiDen*



LONDON SCHOOL OF MEDIATION (LSM) PROSPECTUS 2022 FOR MEDIATION TRAINING

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CMC Registered

IMI CMTP

The London School of Mediation World Class Training

The London School of Mediation (LSM) is one of the world's leading organisations for civil and commercial mediation and workplace mediation training. We are passionate about mediation and its role in business dispute resolution. The training enables mediators to facilitate commercial disputes where there is litigation, substantially in prelitigation matters, and in disagreements where there is no legal recourse. Mediators are also able to handle complaints effectively, to implement first line dispute resolution in the workplace and to avoid more costly disciplinary and grievance procedures.

There are almost no boundaries to the type of dispute that can be resolved through mediation, including Director, Board and Shareholder disputes and disagreements, customer and supplier disputes, contractual disputes, property, workplace and employment and literally any dispute that occurs through business activities and relationships.

We know our trained mediators make a difference and many go on to practice as mediators professionally. The feedback we receive is extraordinary. Some tell us that it is a life-changing course, others say it is the best course they have ever done and almost everybody agrees that they will recommend it to others.

Here to help and pass on our passion for mediation as a form of dispute resolution, we are a Civil Mediation Council Registered Training Provider. This is the quality mark UK delegates should seek when looking for a relevant course. It means that the course contains the required hours, structure, core content, ethics, assessment and tutor ratio. Passing the course leads to recognition as an Accredited Mediator. We are also a Chartered Institute of Arbitrators (CI Arb) Recognised Course Provider. In 2021 we became an International Mediation Institute (IMI) Certified Mediation Training Provider (CMTTP). Successful delegates may apply (for a fee) to join IMI as Qualified Mediators.

We listen carefully to feedback and continually tailor the course content, structure and delivery to ensure that our courses are the best that they can possibly be.

This course delivered in ten 4-hour modules. The content is the same as our London 40-hour 5-day course. Successful completion of the ten 4-hour modules results in full accreditation.



CMC Registered
Training Course 2021

The Course

LSM offers accredited commercial mediator training of the highest quality and repute across the UK and internationally. We are passionate about helping delegates to become accredited through this demanding and challenging training.

The course has developed a wonderful reputation as a world class training event and the feedback reflects that. More than 4,000 mediators worldwide have undertaken the course and succeeded. We support each delegate throughout the course, with extensive small group coaching and debriefs. Our policy is one of inclusion and diversity.

The course is about developing strong business and vocational skills in a convivial atmosphere with like-minded international delegates. You will reconsider your approach to problem solving, negotiation, listening and questioning as the teaching introduces and builds on the subtle skills of mediator. Independent feedback from those who have done the course is available online. Most delegates give the course the highest recommendation.

Teaching Methodology

Delegates will learn through interactive teaching, coaching, practical exercises and role play. There is a mix of teaching from highly experienced trainers, who are practicing mediators. Additionally, the role-plays provide a broad range of dispute types which enable delegates to experience mediation in a wide range of contexts. They are debriefed in small groups with a tutor/delegate ratio of 1:6. Delegates will learn from their sub-optimal approaches and those of others.

Assessment Criteria

To pass the course delegates need to:

- Attend all 40 hours
- Complete an open book written examination – this is done in the delegates' own time, outside of the 40 hours. The pass mark is 70%.
- Practical mediation role play assessment where delegates are assessed against published criteria. They are required to demonstrate that they are safe, competent and confident in the role of mediator.

Suitability

There is no age limit. There is no need to be a graduate or to have any prior knowledge of conflict resolution skills and processes as these will be taught. The course is skills based and builds on all the experience of the varied participants. You should have an interest in people and in assisting individuals, groups and organisations to find solutions. The course is delivered in English. A sound grasp of technical English is required. Delegates need a readiness to listen, to think, and to enjoy. The course will be delivered online, thus a reliable internet connection is essential.

The Course

What happens on the course? An exceptional experience that will both challenge and inspire. The course broadly takes the form set out below and is demanding, challenging, and rigorous. It includes after hours' homework (reading). Delegates will play the role of mediator, but also representatives, supporters or observers.

There will be ten 4-hour sessions over 4 consecutive weeks as follows:

- **Week 1**: 7-8-9 March 2022
- **Week 2**: 14-15-16 March 2022
- **Week 3**: 21-22 March 2022
- **Week 4**: 28-29 March 2022

The sessions will run from 09:30 to 13:30 Lebanon time.

Week 1 and **2** sessions cover the following topics:

- Introduction to mediation
- Negotiation
- Core skills
- Listening, Questioning, reflecting, clarifying, summarising and reframing
- Mediation process
- Demonstration opening
- Confidentiality
- Caucus and reality testing
- Offers and settlement agreements
- Higher level skills
- Ethics
- Challenges to the mediation process
- Lies, fraud and proceeds of crime
- Unrepresented participants
- Mediation role plays

Week 3 and **4** sessions are the assessment phase of the course and include:

- Independent individual assessments to published criteria
- Individual feedback and debrief sessions
- Issue of certificates to those who successfully complete all aspects of the course

Price

The price of the course is £2,095.00 (plus UK VAT at 20%, applicable due to the course being delivered remotely from the UK). Delegates will book on the LSM website directly via the specific product for this course.

The LSM Team of Outstanding Leadership and Trainers

Judith Kelbie

Professional

Judith is a Director of the London School of Mediation and has mediated hundreds of disputes since qualifying in 2004. She is a non-practicing solicitor. She was a partner of a major national law firm, subsequently running her own law firm until 2020.

Judith mediates some of the most seemingly intractable disputes and has an enviable success rate. She regularly mediates highly sensitive and emotional disputes and brings patience and empathy to these situations whilst also helping to resolve risk, cost and practical matters creatively.

Her particular expertise is in managing multi-party disputes, the largest involving 26 participants. She also mediates workplace disputes where there is a breakdown in trust and respect and all of her workplace mediations have resulted in settlements through the use of transformative mediation skills.

Specialist areas: Civil, Commercial and business mediations. Partnership, shareholder and family business disputes. Workplace and employment disputes, including team mediations. She regularly mediates personal injury & clinical negligence, professional negligence, costs dispute, property, contract and consumer disputes, inheritance disputes, insolvency, military, police and rescue services disputes. Clergy/Laity conflict.

Memberships

- Fellow Civil Mediation Council
- Fellow of the Chartered Institute of Arbitrators

Education

Judith qualified as an electronic engineer and was a commissioned officer in the Royal Navy before qualifying as a Solicitor in 1997. She trained with Stitt, Feld and Handy and ADR Chambers, and also attended the judicial mediation training with JAMS in New York.

Feedback

"Judith has a very impressive settlement rate at mediation in seemingly intractable disputes and brings an abundance of skill to the process. She is able to put people at their ease whilst also robustly reality testing to explore common interests and risk."

"Judith is passionate about mediation! She has an excellent grasp of both the papers, the legal issues and individual concerns. She was patient, encouraging and empathetic."

"Judith is able to quickly grasp technical matters whilst also managing deep emotion."

"As a believer of self-determination, Judith encouraged us to generate a sustainable and durable outcome that we owned."

"As ever, Judith was a pleasure to work with. She has a firm grasp of the law and evidence but is also able to tap into clients to achieve exceptional results."

Tessa Herman

Professional

Tessa is a Director of the London School of Mediation and has been mediating since qualifying in 2014. She is a non-practicing solicitor with considerable experience of high value catastrophic injury litigation. She spent 14 years with leading law firm where she specialized in brain & spinal cord cases of the utmost severity & complexity, before setting up her own legal consultancy in 2012.

Tessa has mediated all manner of disputes including business disputes, workplace, clinical negligence, contractual disputes and property cases.

Having run her own limited company, she has a good working knowledge of company matters and, with a husband who is a member of a legal partnership, understands partnership issues ensuring she is well placed to mediate matters around partnership and corporate disputes.

Tessa has mediated workplace disputes, including within a private healthcare organization concerning the breakdown in a relationship between junior doctors with the resultant ripple effect on the department.

Her approachable nature combined with her ability to communicate in the most difficult situations makes her an empathetic mediator who can handle matters involving high emotion whilst managing expectations.

Specialist areas: Civil, Commercial and Business mediations. Partnership disputes. Workplace and Employment disputes. Personal Injury & Clinical negligence mediations. Professional negligence. Property. Contract disputes. Inheritance disputes

Memberships

- Civil Mediation Council
- Chartered Institute of Arbitrators

Education

Tessa qualified as a Solicitor in 1996. She trained as an accredited mediator with the London School of Mediation in 2014. Since then, she has joined the Faculty delivering worldwide mediation training and coaching on the accredited course before becoming a Director in 2017.

Feedback

'Tessa was a great facilitator, everything was clear, straightforward and any apprehension felt before the process was quickly dispelled.'

'Tessa is very even handed and hard working. A settlement was reached which was great.'

'Tessa is a most effective organizer and communicator. She has first class interpersonal skills,'

'Tessa was patient and non-judgmental throughout.'

'Through Tessa's skills, after a long day, the case settled, providing finality for all sides. Tessa was both fair and respectful towards our client, eliciting helpful information. Truth Legal would recommend Tessa Herman as a mediator.'

Tabitha Nice

Professional

Tabitha qualified as a Solicitor in 2005, after completing a BA in Politics and Sociology and an MA in International Peace and Security. She worked as a litigator for a boutique London litigation firm representing claimants in insurance cases in the High Court, and in criminal injuries claims. She then moved into the London insurance market working as a claims manager and then chief adjuster in aviation and then political risk claims for a Lloyd's of London syndicate. She managed claims, pre-litigation and litigated claims. She has therefore worked "for" and "against" the insurance market and knows first-hand through years of experience that constructive, direct but confidential dialogue is the most effective form of dispute resolution.

She qualified as a mediator in 2012, and used those skills throughout all claims management discussions in addition to instigating mediations where she was a participant.

She is a call centre volunteer for the Silverline.

Specialist areas: Insurance disputes, first and third party; CEND, political risk, trade credit and excess trade credit insurance or underlying disputes; Aviation, liability, hull or cargo claim; personal injury and clinical negligence; non-profit organisations in commercial or civil disputes

Memberships

- Solicitor's Regulation Authority

Education

Politics and Sociology, University of East Anglia, BA 2:1, International Peace and Security, King's Collage London MA, Distinction; CPE University of Westminster, Merit; LPC College of Law, Pass.

Karl Molineux

Professional

Karl is on the faculty of the London School of Mediation and has been a mediator since 2019. In addition to qualifying as a mediator with the London School of Mediation in 2021, Karl has completed mediation training through the Straus Institute for Dispute Resolution (Pepperdine University) (2019) and Harvard Law School (2021).

Over the past 30 years Karl has worked as a trial lawyer in northern California where he has enjoyed an active litigation practice handling cases for both defendants and plaintiffs in a variety of areas, including breach of contract, business, construction, construction defect, insurance bad faith, insurance coverage, negligence, premises liability and real estate. His emphasis was on complex construction defect cases where Karl represented homeowners, commercial building owners, general contractors, subcontractors, building associations, hospitals, and casinos. In this arena, Karl obtained settlements and verdicts on behalf of his clients totalling more than one hundred million dollars.

Having served as lead counsel in hundreds of mediations, Karl developed a fascination with mediation approaches and techniques which led him to participate in a variety of mediation programs. In 2019, he made the decision to wind down his litigation practice to develop a dispute resolution practice. Karl maintains offices in the San Francisco Bay Area, in addition to offering mediation services in the United Kingdom.

Karl's passion for mediation and breadth of experience make him ideally suited to facilitate resolution of a wide range of disputes. As well as acting as a mediator in complex, multi-party construction disputes (the largest to date involving eighteen parties), non-complex construction disputes, contractual disputes, business disputes and premises liability disputes, Karl provides volunteer mediation services to the California court system through the Congress of Neutrals.

Specialist areas: Construction disputes inclusive of contract claims, delay claims, payment claims, construction defect claims and complex (multi-party) construction defect claims; contract disputes; business disputes; and premises liability

Memberships

- American Bar Association (Dispute Resolution Section)
- California State Bar
- International Mediation Institute Education

Education

Karl obtained his LLB from the University of London's School of Oriental and African Studies (SOAS) in 1987 and a law degree equivalency from the University of British Columbia, Canada in 1989. He was admitted as a Barrister and Solicitor in British Columbia, Canada in 1990 (no longer practicing) and as an Attorney at Law in the State of California, USA in 1991.

Tim Johnstone

Professional

Tim qualified as a mediator in 2020, and is a trainer with the London School of Mediation. He also practices as an Executive Coach and Consultant.

From 1994-2020, Tim worked in various trading roles within Investment Banks and Hedge Funds, starting his career at Goldman Sachs in London. In 2003 he moved to the hedge fund side of the industry, specialising in Mergers & Acquisitions. After a year at the Wellcome Trust, he moved back to Investment Banking, running European Cash Equity Trading at JPMorgan from 2010-2018.

After leaving the financial sector at the end of 2019, Tim qualified as a Personal & Business coach with Barefoot Coaching, and as a Legal Mediator with the London School of Mediation.

Specialist areas: Full range of civil and commercial disputes

Memberships

- Civil Mediation Council (pending)

Education

BA (Hons) in Politics, Philosophy & Economics at Balliol College, Oxford from 1990-1993

Executive Masters in Coaching & Consulting for Change at Insead, France from 2015-2017

Lizzie Haynes

Professional

Lizzie is a family mediator with her own practice. She is also a workplace, employment, civil and commercial mediator. She is part of the faculty of the London School of Mediation as a tutor and lead assessor. She was part of the faculty who ran a course in Grand Cayman. She trained with Clerksroom, ADR and Resolution. She has experience mediating complex personalities and situations over a wide range of cultures and organisations. She has also mediated in disputes involving;

- Building issues- Party wall
- Probate
- Neighbours and land boundaries
- Partnerships

Specialist areas: Civil and Commercial mediations. Workplace and Employment disputes.

Memberships

- Family Mediation Council
- Family Mediators Association
- The Law Society Family Mediation Scheme

Education

Prior to training as a mediator Lizzie was a registered dental hygienist for 21 years working in the NHS and private practice. She gained her law degree through the Open University before attending the Inns of Court and was called to the Bar in 2007 she is a non-practising Barrister.

Feedback

“I am very grateful and surprised how beneficial mediation can be. Very good job done by Lizzie, inspiring and wonderful. Well done!”

“Found mediation with Lizzie very successful and would recommend people try mediation as a way of resolving family problems”

Steve Scarre

Professional

Steve is a professionally qualified accountant (FCMA, CGMA), and for over thirty years worked in senior management roles in both public and private sectors. He received his mediation qualification in 2011, after completing a course with the London School of Mediation, and is a member of the Civil Mediation Council.

Steve endorses the teaching of mediation skills in HE and FE institutions, and has judged young mediator competitions at universities in the UK and USA. Being a skilled 'active listener' enables Steve to get to the heart of any dispute. He quickly gains the trust of his participants through his amiable and calm demeanour, and candid dialogue. Steve has conducted mediations around the following areas:

- Multi-staffing problems
- Political party housing disputes
- Educational institutions
- Family business
- Civil and commercial
- Local Council issues

Specialist areas: Civil, Commercial and Business mediations. Workplace and Employment disputes. Contract disputes. Education

Memberships

- Civil Mediation Council
- Fellow of the Chartered Institute of Management Accountants

Feedback

"Just thought I'd drop you a line to say thank you. Don't know how you did it, and don't need to know, but it's amazing the difference. They sat and had a coffee together this morning. OMG. Even Jxxx in the office was shocked at how 'loved up' they are now! So thank you Steve, much appreciated." March 2017

In-house, International and Bespoke courses

In-house courses

In addition to our published courses, we also deliver in-house courses. We will discuss the individual needs of business and determine whether they need mediator training and accredited mediator training. We have delivered training to insurance companies, law firms, local authorities, the judiciary, barristers chambers, healthcare providers and other workplaces. We recommend that a group with a minimum size of 10 or 12 works best, and beyond that, multiples of four or five, but we are happy to work with other numbers.

Where training is online, we can offer very competitive pricing, with the added advantage that there is no travel or accommodation cost (or time) for employees. We are happy to speak to organisations to discuss their individual needs, to ensure that the training is of maximum impact and effectiveness for them.

International courses

It is always a privilege and a challenge to deliver international training. We can provide face to face training abroad where there is a minimum of 15 delegates, or online for international delegates who do not wish to practice in the UK. We have delivered either the standard or bespoke courses in India, Europe, the Caribbean and the Far East. The courses are delivered in English and delegates are required to meet the rigorous LSM standards in assessment.

Bespoke Courses

We deliver courses in communication skills (including how to engage in “difficult conversations”), conflict resolution skills for key employees and line managers, workplace mediation skills, and a 3-day Workplace Certificate for those who will mediate interpersonal conflict within their own organisation. We are always happy to explore the specific needs of any organisation and to advise on the potential solutions.

Benefits of Training

Benefits for you

You will develop a life-changing skill by learning a skill that can be applied internationally. You will be able to add value to your role whether it be at board level, line manager level or in your own business. There is conflict in almost every workplace and having the aptitude to resolve it is a valuable addition to your professional skill set. This valuable life skill can help set your CV apart from the rest in a crowded job market. Trained mediators learn to even change the way they frame words and sentences in letters or emails with a positive effect.

Improving your mediation skills can also benefit your home life, helping you improve your personal relationships with friends and family. Understanding human behaviour can help you deal with issues that may arise in your day-to-day life. You will gain the ability to listen effectively and no longer miss important elements of conversation.

Benefits for your organisation

Training key staff as either mediators, or in the basics of conflict resolution skills will result in early resolution of conflict in the workplace. This leads to valuable savings in loss of operational time, which equates to savings in profit.

Reducing office friction increases job satisfaction for all employees

A smooth-running operation is a happy organisation. Needless interpersonal conflicts not only cost your organisation valuable time and money but also harm your employees' working environment. By having a few well-placed employees with the correct mediation experience to deal with employee conflicts, you can ensure your workplace is a happy one.

Reduce your HR costs

When disciplinary procedures are unavoidable, it is important to make sure that the staff dealing with the matter have the correct experience for a more successful outcome. The HR departments of many companies are now using Mediation to deal effectively with workplace and employment disputes, saving time, money and endless hours of management time. Employees with a grievance can help to create solutions which they own and are durable. Mediation can be applied in appropriate disciplinary cases, retaining staff with knowledge and skills in the business, saving recruitment and retraining costs. If Mediation is used effectively, it can shorten the length of disputes and allow companies to focus on their core business and avoid potential additional legal costs. HR time and lost operational time is dramatically reduced. Mediation is fast, effective, confidential and cost-effective.

Tailored training around your business objectives

Training can be tailored to specific needs to ensure it is as relevant as possible. We regularly draft workshop exercises or role-plays from anonymised scenarios provided by the organisation to enable the training to be as specific, as possible.



Testimonials and Feedback

Outstanding feedback

We value feedback from both delegates and our external reviewers - and all delegates are invited to provide candid thoughts at the end of the course. Wherever we go, we are always delighted by the excellent feedback we receive from each course, a representative selection of which we are pleased to share here:

“The course was fantastic, a great learning experience and the fact that something so intense was so enjoyable is down to the tutors.” - Head of Business Development

“Exceptional - Judith is an exceptional leader and the support from the tutors was wonderful.”

“This was the best course I have ever done, and I have trained on dozens over the last 30 years.” - Senior Lawyer

“The 5-day Civil and Commercial Mediation Course was superb. Being a non-lawyer, the learning curve felt steep but the course management and supremely clear instruction made the week both enjoyable and challenging. All the instructors were experienced, enthusiastic, knowledgeable and highly effective. I have no hesitation recommending the LSM, in fact I'm going back for more mediation training later this year.” – Businessman

“Fantastic - thank you.” – Barrister

“Excellent course with passionate and experienced trainers who lived up to their billing on their website from other past students. I felt like I was standing on the shoulders of giants! The online training (Zoom) and background admin were very efficient, and they made you feel like you were the only student. Nothing was too much trouble.” – Company Director

“Life changing for me - a brilliant five days.” - Writer and Broadcaster

“The most useful course I have ever taken, very intense but hugely rewarding.” - Partner, London Law Firm

“Amazing, the best course I have ever undertaken and I have taken quite a few.” - Director, Essex Law Firm





"I think the London School of Mediation is brilliant. I knew what mediation was but I honestly didn't have much of an understanding in regards to the process much less the specific role of a mediator. The London school of Mediation gave me the knowledge and skills to be a brilliant and successful mediator. I'm truly grateful to Jude and the rest of the team for continuously delivering the course at a high level each day. The course was very detailed and organised well. I loved Jude & Tess's teaching style, it allowed me to feel comfortable especially at times where I felt uncomfortable due to not completely understanding something. I'd recommend this course to everyone!!! I have given my feedback to my colleague and they're really looking forward to starting the course in the next few weeks too! Thank you London School of Mediation." – Anonymous

"Excellent course with passionate and experienced trainers who lived up to their billing on their website from other past students. I felt like I was standing on the shoulders of giants! The online training (Zoom) and background admin were very efficient, and they made you feel like you were the only student. Nothing was too much trouble." – Company Director

"I just wanted to record my thanks to you and the whole LSM Team for a very enjoyable informative and inspirational Course last week. The Course content, diversity of attendants and constant enthusiasm from the presenters made for a great experience." - Senior Partner, Law Firm



Contact Us

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