

# World Class Mediation Training



# LSM

London School of Mediation

The Home of Mediation Training

# 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 training. We are unique in the support we provide for alumni, both during our courses and afterwards. We are passionate about mediation and its role in business dispute resolution. The training enables mediators to facilitate commercial and insurance disputes where there is litigation, but also substantially in pre-litigation matters. Mediators also train to be able to handle complaints effectively, to implement first line dispute resolution in the workplace and to avoid costlier disciplinary and grievance procedures.

There are almost no boundaries to the type of dispute that can be resolved through mediation, including medical matters, charities, neighbour and community, property, wills and inheritance, employment and human rights.

We know our trained mediators make a difference and undoubtedly enjoy and profit from the skills they develop with LSM. 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. About 50% of our course places are filled on the personal recommendation of our alumni and all courses sell out on a regular basis. Recent courses have seen the partners, spouses, and children of four separate sets of alumni all attending on their recommendation.

We are always happy to discuss how delegates want to learn and build their own mediation future.

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 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 a Certified and Accredited Mediator. We are also a Chartered Institute of Arbitrators and Mediators (CIArb) Recognised Course Provider and our alumni are automatically entitled to apply for Associate Mediator Membership of the Institute.

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. We developed a modular course to deal with the demand for delegates who wanted to either attend the first day as an introduction to the mediation process, and for those who do not need to be accredited. Completing the week-long course results in certification and full accreditation. The course has been recognised by the Solicitors Regulation Authority and the Bar Council, amongst other professional bodies.



# The LSM Team

## Outstanding Leadership and Trainers

**Judith Kelbie** is the founder and a Director of the London School of Mediation. She is an active mediator in addition to leading the course for over a decade. Judith is passionate about mediation and regularly mediates seemingly intractable disputes. She is a master of mediation skills and practice.

She has written and delivered courses including open, in-house and bespoke and these have been delivered to various audiences, both within the UK and abroad. She was recently involved in evaluative mediation training for the Cayman Islands Judiciary and has also taught in India, New Zealand, Hong Kong and Ireland.

She is particularly skilled in multi-party mediation, the largest to date involving 26 participants. She mediates internationally and regularly speaks on mediation at conferences and events. She has also authored a Mediation Handbook.

Judith was an independent elected board member of the Civil Mediation Council for 6 years. She chaired the accreditation committee responsible for standards in mediation. To this end, she expects the very best from LSM's delegates.

Judith is happy to discuss any bespoke requirements for in-house and international courses. She is currently working on a range of very diverse and interesting projects in Greece, Hong Kong, Singapore and the United Arab Emirates (UAE). She is equally happy to discuss open courses with potential delegates who may wish to know more before booking.

She is a Solicitor, qualified Electronics Engineer, and former Royal Navy Officer.

**John Harvey** is Chief Executive Officer and Director of the London School of Mediation and an International Commercial Mediator based in London. Splitting his time between homes in Yorkshire and the City, John is constantly working on the development of a variety of International Mediation Projects including South Africa and UAE. As a mediator, John's interest lies in business disputes to which he is able to apply a wealth of experience gained from his background as a Director for a number of leading UK and International businesses.

John's background includes running a major airline and the Chief Operating Officer for a Global Insurer. He also trained as a Surveyor. It was within his insurance role where he first encountered mediation and was impressed by the difference it could make to both businesses and individuals involved in a dispute. Following his training as a mediator, John has been keen to apply his skills to commercial disputes and to promote mediation in all its forms whenever he can.

In addition to his role as CEO, John regularly appears as a tutor on LSM courses and would be delighted to discuss the courses, in-house options or options for new courses, at any time.



# The Course

For over a decade, LSM has offered acclaimed 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 5-day training. For the last decade, we have been at the forefront in innovation and the development of mediation worldwide.

Across the years, the full course has developed a wonderful reputation as a world class training event and our feedback reflects that. We are confident that we can train anybody from any background. A recent course included a 20-year-old graduate working and learning side-by-side with surgeons and solicitors, barristers and business leaders.

It is, however, no picnic - it is a very intensive course. Delegates regularly tire and some may wonder whether they can take the pace. This is a necessary challenge and the learning supports everybody throughout the week, with extensive small group coaching and debriefs.

## Fear not!

More than 4,000 mediators worldwide have undertaken the course and succeeded - and their feedback confirms that total immersion is the best way of learning. That said, if anyone feels they are struggling or that they need more work in a particular area, we will make time for them. Our policy is one of inclusion and diversity with career-long support.

## Approach

The course is not only about learning mediation. It is about developing strong business and vocational skills in a convivial atmosphere where we encourage you to hang up any professional hats, wigs, or gowns and start to look at your approach to problem solving, negotiation, listening and questioning in new and exciting ways. Delegates have our full permission to relax and enjoy this course. Feedback from those who did is available - over 97% of delegates in the last 10 years gave the course the highest recommendation!

## Method

Delegates will learn and be debriefed in small groups with a high tutor/delegate ratio. Delegates will learn from their sub-optimal approaches and those of others. We do ask delegates to let us know in advance if they feel embarrassed or concerned about their actions in role-play being revealed within the group debriefing. Finally, there is no dress code. We encourage delegates to wear whatever best enables them to absorb and make the transition as a mediator.

## Suitability:

These courses are not just for lawyers - in fact 75% of places are taken by non-lawyers. We specifically encourage business leaders, HR professionals, coaches, psychologists, medico-legal experts, and other professionals to attend. The courses are for people to learn the skills of mediation and apply them effectively anywhere in the civil or commercial context around the world.

# The Course

## What Happens on the Standard Mediation Course?

An exceptional experience that will both challenge and inspire.

The course broadly takes the form set out below and is a demanding, challenging, and rigorous week which includes after hours' homework that is at the same time for many the most extraordinary professional experience and learning, that universally receives the highest accolades. There is a mix of teaching (but you will never see the leaders or tutors refer to notes or texts). Additionally, the role-plays, developed over a decade, provide a near-perfect blend that is constantly adjusted to meet the needs of every student.

### Day One

- Introductions
- Negotiation
- Demonstration
- Theory of mediation
- First two role-plays (including one workplace dispute)

### Days Two and Three

- Equal mix of tuition and eight role-plays with a strong emphasis on ethics and skills
- Challenges to the mediation process
- Lies, fraud and proceeds of crime
- Unrepresented participants
- Introduction to workplace and employment mediation

### Days Four and Five

#### Assessment Days:

- Independent assessors conduct individual assessments to published criteria

#### Written work:

- Open book examination (overnight)
- Self-assessment critique (overnight)
- First two role-plays (including one workplace dispute)

## Is there a minimum entrance requirement?

There is no age limit. There is no need to be a lawyer, or to have a degree. 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 in situations which may appear intractable. The course is delivered in English. A sound grasp of technical English is required. Delegates need a real readiness to listen, to think, and to enjoy.

# In-house, International and Bespoke courses

## In-house courses

In addition to our published open 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 premises are provided, we can offer very competitive pricing, with the added advantage that there is no travel or accommodation cost (or time) for employees. Training can be delivered over the weekend if desired and courses can be compressed if wished. We are happy to visit 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 training abroad where there is a minimum of 10 delegates. At least two tutors will travel to present the course to ensure that individual needs are met and quality is maintained. We have delivered either the standard or bespoke courses in India, New Zealand, 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 accredited workplace mediation training. We are always happy to explore the specific needs of any organisation and to advise on the potential solutions. Call us to discuss your requirements.



# 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 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](#).*

*"Fantastic - thank you." - [barrister](#).*

*"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 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

If you would like to find out more or arrange a meeting to discuss your specific requirements.

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