

WHY CHOOSE CMP AS YOUR MEDIATION TRAINING PARTNER

The CMP guide to our mediation training options, highlighting the quality of our trainers, and expert approach to learning.





*Working with employers to get the best out of their
people since 1989*

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Introduction

CMP pioneered workplace Mediation upon our formation in 1989. Since then we have trained over 5,000 mediators-equating to more than 200 per year across this time. We are active members of relevant industry bodies, including the Civil Mediation Council and European Mediators Institute. Our mediation training is accredited by both the College of Mediators and Institute of Leadership and Management (ILM).

Completing your mediation training with CMP allows your mediators to apply for trained mediator status with the college of mediators, and to become recognised members of the Civil Mediation Council. We've trained mediators across all sectors, ranging from civil servants, to scientists, train drivers and even chocolate makers!

Our diverse client portfolio means that we can tailor our training to your organisational context. We can provide ILM-accreditation where desired, extensive support materials and also offer evaluation of the impact of our training. Unlike other providers who may simply be happy to deliver a training course, we always strive to ensure that your mediation service succeeds in making a positive impact within your organisation.

Our Ethos

We're in business to help organisations get more out of their people through better management of conflict at work. We believe everyone has the right to go to work without feeling fearful about a workplace conflict, and to work in an environment where people can raise difficult issues without this damaging their health or working relationships.

It matters to us that our clients see benefits which help us to achieve our vision.

If we're going to make a difference, we've got to practice what we preach, both with our clients and in our training. So we strive for excellence, aim to be responsive and flexible, work with integrity and fairness, and go the extra mile.

But first and foremost, **we are workplace mediation experts.**

Quality of Our Trainers

All our trainers are hugely experienced mediators, with an active case load, and at least ten years' experience of professional, paid mediation practice. There is nothing they haven't been asked about mediation at work that they can't answer, and no mediation skill that they won't be able to expertly demonstrate for you!

All our mediation trainers are committed to ongoing CPD to ensure they offer the very most up-to-date training. This may include workshop delivery, professional writing about mediation, or keynote presentations. This enables their practice to continually evolve to deliver more sophisticated and robust ways of using mediation at work.

When seeking alternative training providers, you risk working with a novice trainer, with only a small number of cases under their belt, or someone whose knowledge is incomplete.

Our Approach to Learning

Our trainers take an adult-centred learning approach and are skilled at providing constructive feedback to their trainees. Being excellent communicators, they know how to put their subject matter across in a way that will engage and facilitate the learning of people from the top of your organisation downwards.

We run training with one trainer per eight (or occasionally a few more) learners, allowing time for personal feedback and developmental coaching. So, ours is training which builds competence and confidence.

We monitor each programme and review the output from each course to ensure that assessor's decisions are appropriate and consistent, that the course was delivered correctly, and that all the learning outcomes were fully covered.

How we assess

We use a range of methods designed to support the Kirkpatrick evaluation model to level 4. Delegates evaluate the training on the last day to give an immediate assessment of the success of the programme to Kirkpatrick Level 3. They also self-score on skills before and after the training to measure the amount of learning that has taken place.

Our assessment process is robust and is designed to:

- Communicate clearly what is expected of the delegates
- Create opportunities for delegates to demonstrate that they have achieved appropriate levels of understanding and evidence of competency
- Create an accurate and fair record of their levels of understanding and evidence of competency
- Allow space and time for improvement if they are falling below expected standards of competency.

Our model is of continuous assessment, so learners are not made anxious about a "final" assessment which can cause underperformance.

We share all the learning outcomes upfront and communicate clearly what is expected at every stage and for each practical role-play. We want to create opportunities for people to demonstrate that they have achieved the competencies!

So, in this way the mediators we train are trained consistently and will be confident and competent to mediate the moment that they leave our classroom. Any who aren't are given comprehensive feedback and the opportunity to try again, but they won't receive the accreditation unless they meet our required standards.

Value added

We include all the support you need, to help you get the most of your training investment.

This spans support with recruitment, with service set up, and with ongoing service and skills.

We know that however ready to mediate your mediators are after their CMP training, they will always come across situations and parties that challenge their confidence in their skills. So, we include 12 months' telephone and email support for the mediators we train, at no additional cost.

We include quality assurance post-training for mediators and managers, using a combination of contact through webinars; phone and email support; web forums; and 'just in time' supervision.

If you're starting a whole new in-house mediation service, we will provide information packs, containing best practice advice and documentation for setting up, marketing and monitoring your service. So, you'll get off to the best possible start, and be able to demonstrate the impact that the new service has had on your organisation.

Whatever you need to make your mediations a success, we'll be there to offer advice and support – it's why we're in business!

What next?

CMP offer a range of services to organisations introducing mediation and developing their mediators. We can support you in drawing up the business case for mediation; the planning and designing of your mediation service; and with service implementation.

We also support organisations which want to use an external provider for their mediation and can offer advanced mediator training and support for established in-house services.

Some of our clients



About CMP

For over 30 years, CMP has been the UK's leading independent provider of workplace relationship management and dispute resolution services and training.

Our ambition is to create workplaces where people can really be authentic, bringing their whole-self to work. We call these Clear Air™ workplaces; places where there are no inhibitors to speaking up, expressing opinions and challenging the status quo. Where ideas can be shared without fear of reprisal, where teams have trusting relationships, and can appreciate and respect individual differences and opinions.

We know that this leads to employees who are happier at work and more engaged with their organisation.

CMP promote Clear Air™ by supporting the development of *Conversational Intelligence* the interpersonal soft skills needed to harness the differences between us all.

These soft skills empower individuals to work together more effectively whilst improving innovation and problem solving, and preventing the negative consequences of relationship breakdown.

For nearly 30 years, CMP has offered world class Professional Services, such as coaching, investigation, mediation and team development; Consultancy Services such as policy and process review/ development, and Training in managing workplace relationships. These are available to every layer of an organisation and delivered at all levels of complexity.

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