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COURSE BROCHURE

Advanced Mediation Skills Training Course

23 November – 4 December 2026
Madrid

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Registered in the United Kingdom and Saudi Arabia

Advanced Mediation Skills Training Course

Ref: 443_15932 **Date:** 23 November – 4 December 2026 **Location:** Madrid **Fees:** 9500 GBP

Mediation Skills is a 2-week advanced training course for practising mediators, HR and employee relations managers, and legal and community relations officers who resolve disputes between colleagues, organisations or communities, and it ends with a Mediation Case Plan for a live dispute. Workplace grievances and stakeholder disputes now carry reputational and legal cost, so organisations need people who can settle them early and fairly. Jupiter Prime Training offers this course in its reputation and relations series.

Why Mediation Skills Matter Now

Three pressures make mediation skills a priority. Workplace disputes travel fast through social channels and staff networks, and an unresolved grievance can become a public story or a formal claim. Projects and services increasingly affect communities and partners who expect to be heard before decisions are imposed. Litigation and arbitration are slow and costly, while relationships often need to continue after the dispute. An organisation with capable mediators settles conflict earlier, preserves working relationships and protects its reputation; one without them pays in time, money and trust. The course rests on recognised facilitative, evaluative and interest-based mediation practice.

Who Gains Most from Mediation Skills

- Practising mediators who lead complex or high-emotion cases and want deeper technique
- HR and employee relations managers responsible for grievances, team conflict and investigations
- Legal officers who look for alternatives to litigation and draft settlement terms
- Community and stakeholder relations officers who handle disputes with residents or partners
- Ombuds and internal resolution leads who run informal complaint pathways

An employee relations or legal department that sends several case handlers together gains most, because they leave with one shared mediation process and consistent settlement drafting.

Mediation Skills Capabilities

Participants move from facilitating polite conversations to steering hard disputes through impasse and into agreements that last.

- Assess whether a dispute is suitable for mediation and which style fits — for referring managers and legal advisers
- Design a mediation process from intake to closure — for parties and their representatives
- Apply caucus and shuttle techniques to move stalled talks — for disputing colleagues and partners
- Weigh each party's alternatives using BATNA and WATNA analysis — for settlement decisions
- Build a de-escalation response to anger and power imbalance — for vulnerable parties in workplace and community cases
- Specify settlement terms that are clear and durable — for HR, legal teams and the parties themselves

Key Mediation Skills Terms

- Facilitative mediation — a style in which the mediator manages the process while parties develop and choose their own solutions.
- Evaluative mediation — a style in which the mediator offers views on the strengths of each case to encourage realistic settlement.
- Caucus — a private meeting between the mediator and one party, used to explore concerns and options in confidence.
- BATNA — best alternative to a negotiated agreement, the outcome a party can secure if mediation does not produce a deal.
- Impasse — a point at which talks stall because of emotional, informational or structural barriers between the parties.
- Heads of agreement — a written summary of the settlement terms the parties have accepted at the end of mediation.

Mediation Skills Day by Day

Day 1: The Mediator's Role and the Dispute Landscape

- Dispute Resolution Spectrum — Where Mediation Sits Beside Negotiation and Arbitration
- Mediator Neutrality and Impartiality Principles — Boundaries of the Role
- Conflict Escalation Model — Reading How Far a Dispute Has Travelled
- Suitability Screening Checklist — Cases Fit or Unfit for Mediation
- Mediator Code of Conduct — Confidentiality, Consent and Disclosure

Day 2: Mediation Styles and Models

- Facilitative Mediation — Parties Craft Their Own Solutions
- Evaluative Mediation — When a Reality Check Helps Settlement
- Transformative Approach — Rebuilding Recognition Between Parties
- Narrative Mediation Techniques — Reframing Conflict Stories
- Style Selection Matrix — Matching Approach to Case and Culture

Day 3: Preparation and the Opening

- Pre-Mediation Intake Calls — Expectations, Authority and Concerns
- Mediation Agreement Drafting — Ground Rules and Confidentiality Terms
- Room and Seating Design — Physical Setting That Lowers Tension
- Mediator Opening Statement — Setting Tone and Process Clarity
- Party Opening Statements — Hearing Each Account Without Interruption

Day 4: Exploring Interests

- Positions Versus Interests Analysis — Finding What Parties Really Need
- Active Listening and Summarising — Showing Each Side It Was Heard
- Open and Circular Questioning — Surfacing Hidden Concerns
- Reframing Toxic Language — Neutral Wording That Keeps Talks Moving
- Issue Agenda Building — Ordering Topics for Discussion

Day 5: Caucus Techniques

- Caucus Timing Decision — When to Separate the Parties
- Private Session Confidentiality Rules — What May Be Shared Later
- Reality Testing in Caucus — Costs of No Agreement
- Shuttle Mediation Method — Carrying Proposals Between Rooms
- Returning to Joint Session — Rebuilding Direct Dialogue

Day 6: Interest-Based Negotiation in Mediation

- Option Generation Methods — Brainstorming Without Commitment
- BATNA and WATNA Analysis — Testing Each Party's Alternatives
- Objective Criteria Selection — Fair Standards for Dividing Value
- Package Deal Construction — Trading Across Several Issues
- Anchoring and Concession Patterns — Managing Offer Dynamics

Day 7: Impasse and High Emotion

- Impasse Diagnosis Tool — Emotional, Informational or Structural Blockage
- De-Escalation Techniques — Responding to Anger and Distress
- Power Imbalance Management — Protecting the Weaker Party's Voice
- Mediator's Proposal Technique — Breaking Final Deadlocks
- Mediator Self-Regulation — Staying Steady Under Pressure

Day 8: Workplace and Multi-Party Mediation

- Workplace Mediation Referral Pathway — Links With Grievance Procedures
- Team Conflict Facilitation — Several Colleagues in One Process
- Multi-Party Mapping — Coalitions and Representatives in Complex Cases
- Community and Stakeholder Dispute Mediation — Public Interest Settings
- Cross-Cultural Mediation Awareness — Face, Hierarchy and Communication Styles

Day 9: Settlement and Closure

- Heads of Agreement Drafting — Clear, Specific and Workable Terms
- Settlement Terms Checklist — Who, What, When and How Verified
- Durability Testing of Agreements — Anticipating Future Breakdown
- Closing Statement and Next Steps — Ending With Shared Understanding
- Post-Mediation Follow-Up — Monitoring Implementation and Relationships

Day 10: Practising the Mediation Case Plan

- Full Mediation Simulation — Workplace Dispute From Intake to Settlement
- Multi-Party Role Play — Applying Caucus and Shuttle Methods
- Impasse Clinic — Applying Diagnosis and Breakthrough Techniques
- Settlement Drafting Exercise — Converting Agreement Into Written Terms
- Mediation Case Plan — Final Plan for a Live Dispute

Applying Mediation Skills After the Course

- Run a suitability screening of open grievances or disputes and propose two cases for mediation with a chosen style for each.
- Introduce a standard heads of agreement template and settlement checklist for the department's next mediated case.

Mediation Skills Questions FAQ

What are Mediation Skills and why do they matter now?

Mediation Skills are the techniques a neutral third party uses to help disputing parties reach their own agreement. They matter now because workplace and stakeholder disputes escalate quickly and litigation is slow, costly and damaging to relationships.

Which roles gain most from Mediation Skills training?

Practising mediators, HR and employee relations managers, and legal and community relations officers gain most. Ombuds and internal resolution leads also benefit, particularly when several case handlers from one department attend together.

How do Mediation Skills differ from negotiation skills training?

Mediation places you as a neutral helping others agree, while negotiation training prepares you to argue for your own side. This advanced course adds caucus, impasse and multi-party techniques beyond an introductory mediation course.

What do you bring back from Mediation Skills training?

You bring back a Mediation Case Plan for a live dispute. It sets suitability, style, opening, caucus approach, impasse strategies and draft settlement terms you can use in your next case.

Mediation Skills: The Way Forward

The Mediation Case Plan first informs whether a live dispute goes to mediation and which style and mediator suit it. HR, legal and community relations staff use it to prepare parties and structure sessions. After the first mediated case, revisit the impasse strategies and settlement terms, because durability shows only once agreements are tested in daily working relationships.