

# Professional Mediation Training Course

Institute for Conflict Management  
Haarlem





Dear Madam/Sir:

The Institute for Conflict Management is a training centre that focuses on courses, training and coaching of professionals in the conflict management environment. There is a need for professional mediators.

The Institute for Conflict Management has been accredited by the Netherlands Mediation Institute (NMI) since 1994. From its inception, The Institute for Conflict Management has been closely associated with the development of conflict management in The Netherlands.

The Institute is directed by Mrs. Linda Reijerkerk (MA) and Mr. Maarten Bakker. They are the core training team, supplemented by fifteen professional trainers from various disciplines, e.g., lawyers and psychologists. The academic team formation is determined by the requirements of the course.

We see mediation as an alternative to standard procedures in the court of law or via standard plaintive procedures. The mediator enables the parties to resolve their own differences. Life experience and empathy are essential qualities for people fulfilling the role of mediator. Theoretical understanding, structure and specific mediation skills are also required.

The craft of the mediator is important. We wish to contribute to developing a pool of professional mediators with a wide variety of skills, to apply their skills at various levels in society. We have therefore developed several standardised mediation courses and complementary skills training courses. The above courses can also be tailored to specific company or personal requirements. We are also actively involved in furthering the quality of mediation in The Netherlands and abroad.

For further information please contact our office: +31 23 5323196 or visit our website: [www.cvc.nl](http://www.cvc.nl)

## Goals and entry requirements

The Professional Mediation Training Course is meant for:

- Executives and counselors in companies and organizations, officials of personnel departments
- Executives and counselors in educational or health institutions
- Officers, in public or administrative functions
- Lawyers, notaries, lawyers, legal assistants in the broadest sense
- Psychologists and professional helpers
- Those who want to enhance their mediation skills in their current or future position

The focus of this training course will be Business Mediation and HRM.

The maximum number of participants for each training sixteen. Selection is based on a personal biography and a letter stating the participants motivation, if necessary followed by an intake interview with the course management. The minimum level of education is Higher Vocational Education. Furthermore, in the interest of a balanced group composition, age and experience may play a role in the admission. In general, participants should have at least five years of relevant working experience.

## Objectives of the course

- Get acquainted with the scope and activities of a professional mediator
- Integrate these activities in the (working) environment of the participants
- Develop tools for the mediator
- Structure the mediation process
- Discover and develop individual specific qualities
- Develop a professional attitude and ethics
- Gain insight into possibilities and limitations of mediation
- Acknowledge the position of mediation alongside other options for handling conflicts

## Structure and content

The program of the **Professional Mediation Training Course** extends over a period of approximately six months. The Institute for Conflict Management Haarlem chooses a diversified approach, which allows the students to have enough time to carry out homework and assignments, to study and to practice skills during the course.

The Mediation Course comprises five two-day blocks of two consecutive days and 1 intervening single day. In addition, between every block, intervention meetings of the participants only will take place: the students will participate in regional groups meant to discuss progress, prepare assignments, ask questions and practice role play. The total (study)time amounts Approximately seventy-eight hours under supervision and fifty additional hours without supervision and guidance including the intermediary group meetings are necessary to complete the course study.

## **Program Professional Mediation Training Course**

The Blocks 1, 2, 4 or 5 are each devoted to a stage in the mediation process

1. Intake
2. Exploration
3. Block 3 is dedicated to specific skills
4. Negotiation
5. Completion

### *Block 1 Intake: Main subjects*

- A. Coping with conflict
  - B. Position of mediation within Alternative Dispute Resolution
  - C. Role of communication
  - D. 'Getting started'; first phase of the mediation process
- Formulate individual learning objectives, plan work preparation, review relevant literature, format working groups, discuss practice, practice assignments

### *Block 2 Exploration: Main subjects*

- A. Structure and strategy of mediation
  - B. Exploration phase (second phase)
  - C. Communication skills
  - D. Angles of handling conflict, escalation and de-escalation
- And further, discuss assignments, present literature, practice assignments

### *Block 3 Exploration continued*

Exploration continued, dealing with emotions in mediation, and the 'rescue' triangle, escalation model parent/adult/child, feedback, caucus (if that was not discussed in block 2), vignettes (difficult situations), interest (differences), turnover (the three questions)

### *Legalities*

Legal Aspects of Mediation in the Netherlands

### *Block 4 Negotiation: Main subjects*

- A. Negotiating: The Harvard Method
  - B. Let negotiate (third phase)
  - C. Communication Skills
- Discuss assignments, provide assignments

### *Block 5 Completion: Main subjects*

- A. Closure of the mediation process
- B. Graduation: individual performance test of mediation by all students, presentations, individual evaluation, presentation of diplomas, the next steps.

## Method

Participants receive a syllabus which is compiled by the Institute for Conflict Management Haarlem. They also receive a bibliography with required and recommended reading. In the course theory and practical skills are alternated. Also real-life cases from the participants will be used. DVD's of national and international mediators are analyzed. By subdividing the participants into regional working groups an intervision system is created, which in many cases proves to be a source for future professional activities in the field of mediation .

## Recognition and graduation

The Professional Mediation Training Course of the Institute for Conflict Management Haarlem, is an accredited training by the Netherlands Mediation Institute.

Since Mediation at this moment is not yet a protected action, anyone can open a practice as mediator. To register at the Netherlands Mediation Institute, however, a Multiple Choice Exam is required. More about the entry requirements can be found at the NMI website [www.nmi-mediation.nl](http://www.nmi-mediation.nl)

After completion of the course (block 5), the CvC institute informs the NMI that the participants have graduated. Participants will then receive an invitation from NMI to participate in the Kennistoets. Currently the exam is only provided in Dutch, but we did ask the NMI to consider a test in English. Participants will be informed on the progress of this procedure.

From the Institute for Conflict Management Haarlem participants receive a Professional Mediation Training Certificate if the participants succeeded in meeting the following criteria: sufficient positive assessment by the professional trainers on attitude, commitment and presence. In addition, a pilot mediation has to be performed, and at least one mediation report has to be written during the course.

The Dutch Bar Association has recognized the Course Conflict Mediation in the context of the Permanent Education.



## Professional trainers

A selection of the following consultants/trainers will be engaged in the project:

Mr Dick Allewijn  
Mr Maarten Bakker  
Mrs Nicolette Bremerkamp  
Mr Theo van Dijk  
Mrs Corine de Jong  
Mr Machteld Pel  
Mrs Linda Reijerkerk  
Mrs Marga Schreuder-Tromp  
Mr Jacques de Waart

All professional trainers can demonstrate a long record of training experience combined with practical experience in the field of mediation. Most trainers combine a practice in mediation with the profession of trainer/consultant. The basic trainers were nearly all educated by the Institute for Conflict Management Haarlem and followed an intensive internal traineeship before starting as trainer.

## Dates and times

The course has been scheduled for the following dates in 2010:

### Dates

Block 1: 4 & 5 March  
Block 2: 29 & 30 March  
Block 3: 26 & 27 April  
Block 4: 27 & 28 May  
Legalities: 10 June  
Block 5: 29 & 30 June

### Time (for all days):

9.00 – 9.30 hrs	Welcome with coffee
9.30 – 13.00 hrs	Training with short coffee break in-between
13.00 – 14.00	Lunch
14.00 – 17.00 hrs	Training with short coffee break in-between
17.00 hrs	Closure

### Venue

The course will take place at Octagon:  
Laan Copes van Cattenburch 62  
2585 GC Den Haag  
The Netherlands

### Costs

The costs for this course, including reader, hand-outs and excluding literature and accommodation costs amounts € 4200,-.

## **Cancellation Policy**

- Cancellation of subscription only applies to the full course and is not possible for parts of the course
- Only written cancellation will be accepted
- In case of cancellation up to six weeks before the start of the course, an administration fee amounting to € 115, - is charged
- For cancellation within six weeks to one month before the start 1/3rd of the total course fee will be charged
- For cancellation within one month before the start, half of the total course fee will be charged
- Participants should attend a minimum eighty percent of the course to fulfill graduation requirements
- If participants for valid reasons miss parts of the course, they can consult the trainer to discuss how to make up for the missing sessions

## **Subscription**

Subscription is possible by filling out the attached subscription form. This form can be sent to the following address:

Centrum voor Conflicthantering  
(Institute for Conflict Management Haarlem)  
Jansweg 40  
2011 KN Haarlem

Or mail to: [s.peters@cvc.nl](mailto:s.peters@cvc.nl)

## **Contact**

For further information about the course you may contact Simone Peters, Manager at the Institute for Conflict Management in Haarlem at telephone: +31 (0)23 5323196 or e-mail: [s.peters@cvc.nl](mailto:s.peters@cvc.nl), or Theo van Dijk, Head-trainer of this Professional mediation training course, telephone: +31 (0)71 3601753/e-mail: [theo.vanDijk@planet.nl](mailto:theo.vanDijk@planet.nl)

We look forward to welcoming you at the course!

**Subscription form Professional Mediation Training Course (BMC1-2010)**

Title	
Initials	
First Name	
Middle Name:	
Last Name:	
Date of Birth: dd-mm-yyyy)	
Gender: male female	
Home Address:	
Home postcode and city:	
Home phone:	
Organization:	
Organization Address:	
Organization zip code and city:	
Organization Phone:	
Organization Fax:	
Billing Address:	
Billing Address (if different)	
Billing zip code and city:	
Mobile:	
E-mail:	
Function / job:	

Along with the information above, we kindly ask you to provide a **CV** and **short letter stating your motives for following the course** (1/2 A4) and a **photo**.

I have taken notice of the **Cancellation Procedure**: yes  no

Date:

Place:

Signature:



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