

## What is mediation and how does it work?

When people get involved in disputes they often become very upset and emotional about the situation. They find it hard to negotiate with the person who is causing them to be stressed, unhappy and anxious. This is understandable, but it doesn't help to resolve matters. Having a third person to act as a neutral facilitator can help to break the deadlock and develop understanding, respect and positive action between the participants.

Mediation is a method of resolving disputes, such as noise, antisocial behaviour, littering, DIY disruption, young people or children's behaviour. Mediation focuses on practical solutions for the future and not what has happened previously.

Mediators begin by visiting people in their homes, where they will listen to the problems and explain how mediation may help.

If everyone is willing to take part, the mediators will arrange a safe, neutral place for everyone to meet together. At the meeting the mediators will ensure that everyone involved will have the opportunity to explain what they believe to be the problem, how it is affecting them and what they would like to see in the future.

The mediators will then help work out an agreement that will improve things for everyone.

## Become a neighbourhood mediator

Brighton and Hove Independent Mediation Service is looking for residents from your area to train as volunteer neighbourhood mediators.

You don't need any special skills, qualifications or experience. But if you would like to...

- \* meet new people
- \* be out and about
- \* learn some valuable new skills
- \* make a difference in your community

...you could be the perfect candidate to become a neighbourhood mediator.

If you would like to discuss joining our team you can phone us on **01273 700812** or email [communitydevelopment@bhims.org.uk](mailto:communitydevelopment@bhims.org.uk)



## NEIGHBOURHOOD MEDIATION SKILLS TRAINING



Train to become a  
neighbourhood mediator  
and make a real  
difference to the lives of  
the people around you



## The role of the mediator

Being a mediator is a very worthwhile and rewarding role. You can make a real contribution to happy and harmonious living among the people in your community. For individuals, successful mediation can resolve issues, remove stress and anxiety, and improve their social and mental well-being.

Mediators are independent and neutral people who listen to both sides and help those involved to find some common ground.

Mediators do not take sides, express an opinion or give advice. Their role is to manage the mediation process to help the participants achieve a positive and long-term outcome that suits them both. It is this process that Brighton and Hove Mediation Service will teach you in your mediation skills training.

Anyone can be a mediator. All you need is training, practice and some persistence. We also offer, while you train and volunteer with us:

- \* travel and childcare costs
- \* ongoing support
- \* flexible volunteering opportunities to fit around your other commitments.

**If you participate in our mediation skills training, as well as volunteering with your local community, you can use your training anywhere.**

## Neighbourhood mediation training

We aim to provide a safe and enjoyable atmosphere in which to learn to be a neighbourhood mediator.

Our style is highly interactive, which means that we do a lot of work in groups, we have active discussions and take part in role playing and practice exercises.

From our trainee mediators we ask that they:

- \* attend all of the sessions and turn up on time
- \* participate fully and be open-minded
- \* think about and be prepared to discuss their own ways of dealing with conflict
- \* complete some exercises and a little reading between training sessions
- \* complete a portfolio to become an OCN-accredited mediator.

All our mediation training is OCN accredited (OCNLR Level 2 or Level 3) and our neighbourhood mediation skills training course is a 40-hour course. In addition to this core training we also offer ongoing support and training (funding permitting) to our volunteers, such as:

- \* intergenerational mediation skills
- \* workplace mediation skills
- \* introduction to family mediation skills
- \* equality and diversity
- \* non-violent communication
- \* mental health awareness
- \* mediators shared learning group (run for and by mediators to share good practice).

We also provide continuing development training such as refresher days and intergenerational mediation training (mediation between younger and older people).

