

ADR Group Training Series

Certificate in Workplace Dispute Management

How to manage conflict correctly within the new
legislative framework

“Encouraged by success elsewhere in the world, I
commend increased use of mediation to employers,
employees and practitioners in Great Britain”

Michael Gibbons



Workplace Mediator Accreditation

Why take this course?

The Certificate in Workplace Dispute Management (CWDM) Programme equips delegates with the knowledge and skills they need to manage conflict, intervene in disputes effectively and facilitate workplace mediation within the context of the new legislative landscape resulting from the 2008 Employment Act. The course leads to an ADR Group Certificate in Dispute Management and is ideal for anyone involved in human resources or line management.

This unique ADR Group course provides both theoretical instruction and hands-on practical skills-based training. It is presented by highly experienced mediation trainers and practitioners with comprehensive feedback and guidance throughout. The course draws on two decades of ADR Group's leadership and experience in teaching effective dispute management skills.

The ADR Group CWDM Programme is run over two days and includes training in current employment law, workplace psychology, general principles of workplace mediation, informal mediation techniques, preparation for formal mediation and the implementation of mediation agreements. There will be a dispute management case study, dispute management exercises and the opportunity for you to practise the skills learned. The personal learning format provides a rich and stimulating environment with plenty of opportunity to interact with the course trainers and fellow delegates.

Who are we accredited by?

ADR Group is approved as a training organisation by the Solicitors' Regulatory Authority of the Law Society of England and Wales and is accredited by the Bar Council.

ADR Group is an NOCN Recognised Centre and our training courses are OCN validated; recognised by the Civile Mediation Council and validated by Liverpool John Moores University.

About ADR Group?

We specialise in mediation. Established in 1989, ADR Group is the oldest provider of mediation services and training in the United Kingdom. Over the years we have advised and worked with many hundreds of leading businesses through our network of dispute resolution professionals.

- We help individuals and businesses find solutions to problems in a cost effective and speedy manner.
- We help train individuals with the skills and competencies to manage disputes within their own environments.
- We offer practical and effective guidance to resolve costly and damaging employee conflict.

We have the experience to help you and to ensure that you have the confidence to take the mediation skills acquired back into the workplace.

Course Content and Structure

Who should attend?

The ADR Group Certified Workplace Dispute Management Programme is essential for anyone required to deal with the resolution of workplace disputes in both the private and public sectors.

- ▲ HR personnel
- ▲ Line managers
- ▲ Supply chain managers, complaints handlers and customer service representatives
- ▲ Staff advisors and counsellors
- ▲ Employment consultants
- ▲ Union representatives and policy advisors
- ▲ In-house legal directors and advisors

Course content

Workplace Dispute Managers are trained to intervene early in the development of disputes in the workplace and either

- to resolve them informally or
- ▲ to prepare the parties and make the practical
- ▲ arrangements for a formal mediation

This concentrated programme involves tutoring in

- How to deal with disputes correctly in terms of the new
- ▲ legislative framework
- Using mediation in grievance and disciplinary situations
- ▲ Early identification and resolution of disputes
- ▲ Understanding the mechanism of workplace conflict and
- ▲ the levels at which it operates
- Understanding the full spectrum of possible interventions
- ▲ in workplace dispute resolution
- Understanding workplace mediation's core elements
- ▲ Practical basic dispute resolution techniques and skills
- ▲ Preparing parties for formal dispute resolution
- ▲ Making the practical arrangements for a formal mediation
- ▲

Upon completion of the course delegates will have a working understanding of

- ▲ the new legal context in which workplace dispute resolution function
- ▲ how to manage disputes
- ▲ the process involved in workplace mediation
- ▲ how practically to deal with disputes which do not require the use of formal mediation procedures
- ▲ how to make arrangements for and prepare parties for a workplace mediation

Course structure and assessment

The course is delivered over two days running from 9.00am - 6.00pm.

Day One - General Principles of Workplace Disputes Management

Day Two - Applied Principles of Workplace Dispute Management

You will be required to complete 3 hours of pre-course on-line learning. You will also be required to produce a short written assignment.

The trainers are available throughout to discuss any aspect of the course or any practical difficulties that emerge. The overall assessment will be externally moderated by ADR Group's Professional Standards Committee.

Award of accreditation

Delegates who successfully complete the course will achieve an ADR Group Certificate in Workplace Dispute Management.

Additional Course Information

Entry requirements

There are no formal entry requirements. Knowledge of HR and employee relations are an obvious advantage.

Time commitment

In order to achieve an ADR Group Certificate in Workplace Dispute Management, attendance on both days of the course is compulsory. The course is registered as 18 hours of CPD.

What does the course fee include

All learning materials for the course, tuition and face-to-face trainer support, lunch and refreshments on both days. Accommodation is not included. ADR Group has preferred rates with selected hotels. Please contact ADR Group for further details.

How to apply

Should you have any queries relating to this course or wish to discuss any aspect of the training, please contact a member of our training team on 0800 61 61 30.

An application form is included with this brochure and once complete should be sent to:

ADR Group
Grove House
Grove Road
Redland
Bristol, BS6 6UN

Alternatively your application can either be faxed on 0117 946 7181 or emailed to training@adrgroup.co.uk

Course Schedule 2009

3 - 4 February

Location - Liverpool
Course code - CWL030209

27 - 28 April

Location - London
Course code - CWL270409

10 - 11 June

Location - Birmingham
Course code - CWB020609

29 - 30 October

Location - Oxford
Course code - CWO291009

17 - 18 November

Location - Leicester
Course code - CWL171109

“The learning I gained during this course has been invaluable. As a mediation sceptic, I have been converted and on returning to work, used the tools and techniques, from Day One”

Nicola Mann
HR Manager
Delphi Diesel Systems

PLEASE COMPLETE AND RETURN TO:

ADR Group
Grove House
Grove Road
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Bristol
BS6 6UN



Fax: 0117 946 7181

Email: training@adrgroup.co.uk

Application Form - Part I

Personal Details

Title: _____ First name: _____

Surname: _____

Home address: _____

Postcode: _____

Home tel: _____

Home email: _____

Mobile tel: _____

Employment Details

Work title: _____

Organisation: _____

Address: _____

Post code: _____

Tel: _____

Email address: _____

Please indicate to which address all correspondence should be sent

Home

Work

Do you have regular access to internet either at home or work? YES / NO

Do you have any special dietary requirements?

Additional Information

Please indicate any special requirements you may have so we can make any reasonable adjustments to help support you in your training.

Please provide a brief summary of your education, academic and professional qualifications including information on your career and current position.

Please state why you want to enrol on this course, what you hope to achieve and details of any specific development requirements.

Are you a member of any professional bodies? Please list.

Application Form - Part 2

Booking Confirmation

I wish to confirm my booking on the following course:

Course Name: Certificate in Workplace Dispute Management

Course Date: February 3 - 4
Liverpool

April 27 - 28
London

June 10 - 11
Birmingham

October 29 - 30
Oxford

November 17 - 18
Leicester

Course Cost

Course Amount £850.00
Plus VAT £127.50
Total Payable: £977.50

I hereby agree to ADR Group's terms and conditions

Delegate's signature:

Date: _____

Payment Methods

Payment can be made by one of the following:

Cheques

Cheques should be made payable to **IDR Europe Limited** and be returned to Grove House, Grove Road, Redland, Bristol, BS6 6UN

Bank transfer

Payment direct into the account of **IDR Europe Limited**
Account number: 01063084
Sort code: 30-00-01
Remittance should be sent to Grove House, Grove Road, Redland, Bristol, BS6 6UN

Credit card

Should you wish to pay by credit card, please complete the details below:

Card type: Visa / Solo / Switch / Mastercard / Maestro

Name on card: _____

Card number: _____

Start date: _____ Expiry date: _____

I agree to the amount of £ _____ being debited from this card

Signature of cardholder: _____

Please do not disclose you 3 digit authorisation code. We will contact you upon receipt of your application form to process the payment.

Please ensure both parts of the application form are returned

Terms & Conditions

Acceptance

Your acceptance onto the course is subject to receipt of a completed application form and full payment of the appropriate course fee. Course places will be allocated in date order of receipt of completed application forms. ADR Group's decision is final. Your acceptance will be confirmed in writing.

Payment

Course fees are payable in Pound Sterling and all are exclusive of VAT.

Attendance and Participation

When you register to attend the course you make a commitment to complete all necessary course work to the best of your ability. Attendance on all course dates is compulsory. Delay in completing or submitting any required coursework or assignments may result in delay of the final assessment.

Joining Instructions

You will be sent joining instructions and full course information to the identified physical address or email contained in the application form.

Course Materials

At the commencement of the course you will be provided with a course manual and all course materials. Where appropriate you will be provided with, in advance of the course commencing, the required pre-course learning through CD-rom or web-based programmes. Ownership of all intellectual property rights in the course materials belongs to IDR Europe Limited. Although all necessary care and attentions have been taken by ADR Group to ensure accuracy, neither we nor the course tutors can in any circumstances accept responsibility for any errors, omissions or advice given in the course materials or during the delivery of the course itself. Course materials are intended for general training purposes only and independent professional advice should be sought before applying any information to specific circumstances.

Transfers

After acceptance onto a course delegates may transfer to a later course subject to availability. Notice to transfer must be in writing. If notice to transfer is received at least 21 days prior to the commencement of the course, no transfer fee will apply. If notice to transfer is received less than 20 days prior to the commencement of the course an administrative charge of 15% of the course fee will be levied. If the transfer is subsequently cancelled or the delegate fails to attend, the full course fees including the transfer charge will remain payable.

Cancellation

Notice to cancel must be in writing. If notice to cancel is received at least 21 days prior to the commencement of the course, a cancellation charge of 10% will be levied. If notice to cancel is received less than 20 days prior to the commencement of the course, we regret that we cannot refund the course fee. ADR Group will accept a 'replacement' delegate subject to an administrative charge of 15% of the course fee. If the transfer is subsequently cancelled or the delegate fails to attend, the full course fees including the transfer charge will remain payable.

ADR Group reserves the right to make amendments to the course (including dates, programmes, tutor and/or materials) or to cancel the course without liability. Should the course be cancelled by us, delegates will be offered a place on an alternative programme, or a credit or full refund of the course fees only will be given.

Data Protection

ADR Group acknowledges that data supplied to it for the purposes of this agreement may comprise personal data. The delegate hereby appoints ADR Group as a data processor in relation to the personal data. For the purposes of this clause, "personal data" will have the meaning given it in the Data Protection Act 1998.

ADR Group undertakes that it will:

- i) use the personal data solely for the purposes of this agreement and solely in accordance with the instructions of the delegate; and
- ii) act only on instruction from the delegate; and
- iii) ensure that appropriate technical and organisational measures are taken against unauthorised or unlawful processing of personal data and against accidental loss, or destruction of, or damage to such personal data.

Force Majeure

ADR Group will be released from its obligations under this agreement to the extent that performance of such obligations is delayed hindered or prevented by an event of force majeure provided that:

- i) on becoming aware of any event of force majeure which gives rise, or which is likely to give rise, to any failure or delay in the performance of its obligations under this agreement, it notifies the delegates by the most expeditious method available, giving details of the event of force majeure, the obligations on its part which are affected and its reasonable estimate of the period for which such failure or delay shall continue; and
- ii) it takes all reasonable steps to prevent, avoid, overcome and mitigate the effects of such event of force majeure.

General

The agreement and the provision of training services shall be governed and construed according to English Law.