

Psychologically Informed Mediation and Alternative Dispute Resolution Accredited Training Course



M&D Associates
Jesus College, Oxford University
Friday 28th & Saturday 29 August & Thursday 3rd,
Friday 4th & Saturday 5th September 2020

CMC 2019 **Registered**
Training Course

M&D Associates

Jesus College, Oxford University

August – September 2020

M&D Associates are pleased to offer a **five day accredited course** which equips successful participants with the knowledge and skills to practice as mediators, resolving conflicts in the workplace, family, corporate, legal and other disputes.

The course is an intense, challenging yet enjoyable experience. It is delivered in two sections with time between to embed the skills, to enjoy the delights of Oxford and the surrounding Cotswolds, or to return to work for a few days!

Course participants are assessed throughout the course on their contribution to group discussion, their performance in role-plays, their skills and their understanding of the psychologically informed approach.

Following the course participants have two weeks to complete a self-assessment and to write a Heads of Agreement. Once these pieces of work are assessed by the Faculty successful participants will receive a certificate of accreditation. Although fairly unusual, should any person not meet the required standard to successfully practice as a mediator, they will receive a certificate of attendance and will be offered the opportunity to meet those standards through another day's training. (There is an additional cost for the day).

Welcome



Our exciting Psychologically Informed Mediation/Alternative Dispute Resolution (ADR) programme, which is recognized and accredited by CMC (Civil Mediation Council), is specifically designed to develop the particular psychological knowledge, skills and methods required for successful mediation and conflict management, including conflict avoidance and conflict resolution.

The skills for effective mediation are psychological in nature. In order to understand why a dispute has arisen we need to understand, why the dispute is so important to the parties. Often it will look to the mediator that there is an ‘obvious’ solution. If this were the case, we would need to ask why they haven’t seen the obvious and sorted things out. The reason is that conflict is not logical. It is primarily emotional.

For this reason, M&D Associates do not only draw on their skills and experience as mediators but also to their psychological training. Their unique psychotherapeutic approach to mediation explores the strategies and behaviour patterns that parties employ when in dispute with others, whether they are executive directors of international corporations involved in multi-million-pound commercial litigation, Heads of State involved in political disagreements, or simply suburban neighbours arguing over their boundaries. It teaches participants how to identify underlying areas of controversy and tension, how to manage emotions, and how to deal with rigid confrontational attitudes.

This is an extremely straightforward, practical and attractive approach to conflict resolution. The skills acquired on the course will fully equip the successful participant to deal with all commercial and other mediations, including personal disputes, whether the strictly time-limited models of mediation as adopted by many Court-annexed schemes, or the more open-ended mediations without a strict time limit.

This prospectus should answer most of your questions, but if you need further advice, please do not hesitate to contact us. We look forward to receiving your application and hope to welcome you as a participant on the Mediation Course.

Monica Hanaway & Diana Mitchell
Partners: M&D Associates
Course Leaders

Why undertake Mediation Training



Most of us know how a misunderstanding, in our personal or professional life, can escalate into a heated argument that more often than not does not get resolved. In fact it often gets more and more entrenched with bitter resentments silently growing and making it hard to imagine that you would ever want to see or have anything to do with that person in the future and vice versa.

Sometimes our feelings are so hurt and we feel far too upset to confront the person who has treated us badly so there might never be a heated argument. Our solution might be to simply not talk to that person and to keep well away from them. There are of course many variations on that theme and many of us will have experienced both versions –confronting it head on or attempting to flee from, or ignore it.

These rather simplistic examples share one thing and that is emotions. The person who explodes with anger or bursts into tears and the person who does not show their hurt or anger are both emotional; one expresses strong emotions and the other person keeps a firm grip on their emotions. There is no unemotional way we can be in conflict with another person – conflict and arguments are emotional.

We all find different ways to deal with conflict and to express the emotions the dispute generates. This is something that cannot be understood without understanding the context, values and relationship between both people who are ‘at war’ with each other. That too will play a part in how we deal with conflict or handle those difficult conversations, which hold the potential to develop into conflict.

M&D Associates is made up of the two partners, Monica Hanaway and Diana Mitchell who are psychotherapists, mediators and trainers and a group of experienced mediators and Trainers. They are friends and colleagues who are fascinated by what makes each of us individual, what causes one pain and another joy and how we get into, and then resolve conflict. They facilitate courses in handling difficult conversations and in ‘mediation’, sometimes referred to as ADR – Alternative Dispute Resolution, which is an alternative way to resolve conflict rather than taking it through legal channels.

In their courses they do not ‘train’, a word neither of them likes, instead they seek to facilitate and supervise learning with theory, open discussions and role-plays. In their work with conflict they have identified that the unique essential skill for success is ‘active listening’. On their leadership, coaching, conflict coaching, handling difficult conversations and mediation and co-mediation courses this is the skill they focus on.

We all believe we can listen and every day we believe we do listen but they aren’t really ‘mediation’ skills, active listening skills are much more than simply ‘being a good listener’ We all have a tendency to interrupt others, to draw the attention away from what they are saying and turn the spotlight on ourselves, we ask questions which are for our

benefit and we don't bother to check out if what we believe we have understood is correct. The person telling their story does not want all those clever questions, interpretations and interruptions, they want to know that their listener understands them, their experience, their point of view, their values and how their experience has affected them emotionally.

The mediator can use this unique way of listening creates trust and rapport with the parties very quickly. Trust and rapport is crucial in that it encourages the speaker to say more which helps the listener to understand, but more importantly this enables the speaker to hear, sometimes with a fresh ear, what really matters and is at the heart of the conflict. This 'tuning in' stage is vital in allowing the mediator to understand the real causes of the dispute.

We can't just remain in this 'tuning in' stage forever. There is a purpose to the listening - to understand. Once we feel we have a good enough understanding of the heart of a disagreement then we need to move on towards a resolution. This stage is the 'tuning out' stage where the focus shifts back to the dispute itself, to any common values and needs and potential pathways to resolving the differences. The mediator is a neutral third party, a facilitator and a follower who never pushes the parties in any particular direction and yet the mediator is involved and works alongside and closely with the parties in order to help them to find their own outcome, an outcome that both parties can live with. The mediator is in charge of the mediation process while the parties are in charge of the content and the outcome.

Not all mediations end with a win/win situation but as Sun Tzu states in The Art of War it is often necessary to provide a defeated party with a golden bridge on which to retreat with dignity. Facilitating this can be an important skill for every mediator.



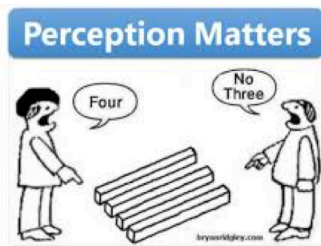
We believe that everyone gains from the mediation process and from being truly heard. This can be a new and powerful experience that also helps the parties to hear and understand themselves opening up new possibilities.

What prevents parties from resolving their dispute reasonably, rationally and amicably, and how can psychology help?

You may well ask yourself the above question. Surely if I know the process of mediation I don't have to worry about psychology.

"It is madness to incur the considerable expense of litigation - in England usually disproportionate to the amount at stake - without making a determined attempt to reach an amicable settlement. The idea that there is only one just result of every dispute, which only the court can deliver is, I believe, often illusory [...] Parties should be given strong encouragement to attempt mediation before resorting to litigation.", Lord Phillips of Worth Matravers, Lord Chief Justice of England and Wales (29 March 2008)

Let me share the thoughts of Paul Randolph, who was a barrister turned mediator.



Paul described rushing into litigation, as not only a form of 'madness but as a commercially indefensible action. Conflict deprives people of three essential elements: energy, time and productivity. To remain in conflict with another defies rational scrutiny; to enter into or prolong a commercial dispute resists economic analysis and can rarely be in the commercial or practical interests of either party. Even in the few cases when visibility of litigation may be important - for example, in the protection of intellectual property - it would still be more economical for the parties to collaborate in a solution. '

The sad fact is that as a species, humans generally remain wholly incompetent at resolving dispute even though they can see the negatives of such action. Often people believe that not only do they need to win, but they also need to see blood on the walls. Traditionally, there has been only one alternative to an amicable or negotiated settlement - war - crudely with armies on the battlefield or more sophisticatedly with cohorts of lawyers in court. Neither is effective at truly resolving conflicts. Both end the dispute for the time being, usually leaving it to fester beneath the surface; but neither addresses the dispute's root causes. Protracted litigation can be as socially destructive as war - destroying businesses, wrecking marriages and damaging health.

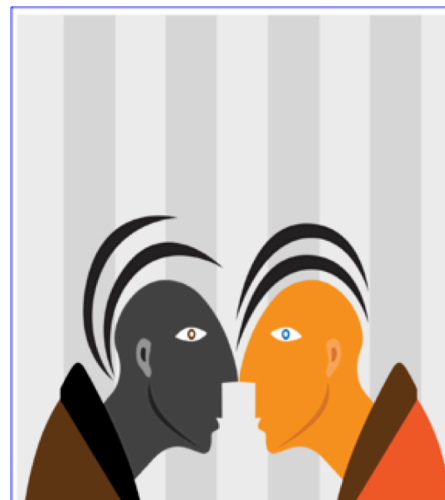
Conflict is ever present; we cannot eliminate it. We can, however, work with it. It is important to realise that conflict may also be creative and constructive. Conflict well managed can, in fact, prove valuable by creating a cycle of reconciliation, which brings with it greater understanding, changes for the better progress and advancement.

Mediation actively facilitating reconciliation, with the mediator helping promote real and true resolution of the dispute by giving that cycle a small “nudge”. How does the mediator achieve this? They examine four psychological elements that drive conflict: emotions, self-esteem, values and the need to be heard.

Disputes are not without significant emotional content. The allegation of “fault” is highly emotive and involves considerable injury to feelings. To allege a breach of contract or an act of negligence precipitates deep feelings of hurt and anger; if that fault is then denied, it creates greater irritation and upset, by “adding insult to injury”.

Thus, the first principle with which the psychologically informed mediator must grapple is that, when parties are in conflict, they do not think or behave rationally but are governed by their emotions. Frequently, they may not even recognise their own underlying emotions. They may believe that their demand for “damages in compensation” is simply seeking proper redress or recompense, whereas in fact the demand for money is driven by anger, hurt or a desire to punish or humiliate.

A recent survey by solicitors Field Fisher Waterhouse LLP shows 47 per cent of company executives and in-house lawyers admit that a personal dislike of the other side led them into expensive litigation. We need to appreciate that if those in dispute are driven by emotions and not by reason, it is wholly futile for a mediator or the legal advisers to try and persuade them to change their positions through logic or rational legalistic argument. This may explain our frequent exasperation with clients: “They just don’t seem to be able to see sense” or “I can’t seem to get through to them that [...]”.



Aristotle, the Greek philosopher, outlined the “master and slave” theory whereby, in a proper world, logic should be the master and emotion the slave. Unfortunately, in conflict, the reverse proves true. Passions overwhelm logic, and the more critical the outcome, the greater the emotion and the scarcer the logic. An anatomical explanation lies in the amygdala, a small almond-shaped part of the brain that governs our “fight or flight” responses. In moments of high emotion, it takes control of the reasoning brain and prevents “paralysis through analysis”. It is this “hijacking” of the rational mind that so frequently occurs in the

high emotional state of a bitter dispute and creates an emotional barrier to settlement. If every conflict were approached from a purely rational, practical, pragmatic or commercial standpoint, very few disputes would continue.

Self Esteem

Many things precipitates strong emotions when we are in conflict? One answer lies in our self esteem. We need to think well of ourselves and others to think well of us. We, therefore, expend considerable effort and energy in maintaining and protecting our self worth and seeking the approval of others.

There can be little more damaging to self esteem - whether individual or corporate self esteem - than to make, and deny, the types of allegation that populate pre-action correspondence and pleadings. These are accusations of failure - failure to act in a way that all other reasonable persons would act, or accusations of an outright betrayal of a previous agreement. Corporations can suffer injury to feelings as much as individuals and corporate self esteem can be as powerful a driver as it is to an individual: "Who do they take us for?" "With what sort of a company do they think they are dealing?" Thus, the conduct of parties in dispute may be governed entirely by the desire for approval, to maintain their self esteem or protect it through the fear of manipulation or humiliation.

Values

I know that I am most likely to enter into a conflict when I feel my values are not respected or are under threat. Values are the principles by which we all live. We create them to carry us through life in some ordered manner and they are linked to our self concept. It is when others challenge or abuse these values that we find ourselves angered and in conflict. If, for example, one person's values consist of being honest and punctual, their values will feel abused if the other side behaves dishonestly and is consistently unpunctual. Frequently, these value systems become rigid and prevent parties from reaching a settlement: "It's a matter of principle," say our clients, seeking to justify their entrenched positions; "Principles are a costly luxury" we lamely retort. However, when our clients stand firm "on principle", we need to understand and work with these values so as to secure that vital shift of attitude necessary for settlement.

The Need to be Heard

Fortunately for mediators one of the most powerful motivators of conflict is the emotional response to of not being or feeling heard. "They are not listening, so I have no alternative but to litigate." The need to be heard, interrelated with self-esteem, results from parties feeling undervalued, ignored, misunderstood, or misrepresented. However, this is readily cured by investing a little time in "active listening" and demonstrating to clients and parties, that they have been not only heard (possibly for the first time in their lives) but also understood and accepted - even if not "agreed with".

What is the approach and who is the course for?

Dual Approach: Law and Psychotherapy and Counselling

The course adopts a dual approach drawing on law and psychology. This approach is underpinned by case studies, and is described in greater detail in –

- Hanaway M (Partner in M&D Associates) *Tales of Conflict: The Role of Mediation* CH Group (2014)
- Hanaway M (Partner in M&D Associates) *Co-Mediation; using a psychological paired approach to resolving conflict*, (2012) CH Group, translated into Romanian in 2013,
- Hanaway M (Partner in M&D Associates) *‘Musical differences’ mediating conflict in the Music Industry’* (2018) CH Group
- Strasser F and Randolph P. (worked with the partners and with Karen Weixel-Dixon) *Mediation – A Psychological Insight into Conflict Resolution* (2004) London: Continuum
- Randolph P. *The Psychology of Conflict – Mediating in a Diverse World* (2016), London: Bloomsbury Continuum
- Weixel-Dixon K (Senior Associate: M&D Associates) *Interpersonal Conflict*, Routledge (2017)

Who is the Course For?



Many people continue to believe that mediators are lawyers, or come from a legal background. This is no longer the case; the profession of mediator is open to everyone with the necessary attitude and skills and successful mediators are drawn from all backgrounds. However, like most professions there is a long way to go in terms of developing a field of mediators from diverse backgrounds.

M&D Associates believe that psychotherapeutically informed mediation can be of benefit to a diverse range of professions and expertise, not only barristers and solicitors but to those working in HR and Leadership and Management roles as well as in family and personal conflicts. The skills acquired on our course will prove invaluable in all areas of life, dealing with every type of person, whether they are clients, opponents, witnesses, colleagues or staff.

The course is aimed not only at prospective professional mediators but at anyone who is likely to encounter conflict on a day-to-day basis and is seeking the knowledge and skills to work with conflict.

Course Objectives

To facilitate students to

- Become skilful mediators
- Become Accredited Mediators
- Successfully resolve commercial, industrial, domestic and legal disputes without the need to resort to the Courts
- Positively handle a wide variety of difficult situations in all areas of commercial, industrial, domestic and legal disputes
- Understand emotions and learn how to handle them effectively
- Swiftly identify the underlying conflicts that drive disputes
- Quickly and accurately assess the aims and hidden agendas of other parties, whether individuals or organisations
- Work in a strictly time-limited environment
- Avoid conflicts and prevent disputes running out of control
- Overcome the frequent impasse in negotiations
- Recognise the onset of deadlock and how to avoid it
- Break deadlock and reach a settlement
- Improve employer/employee relations and develop a beneficial climate in the workplace
- Develop more effective decision-making and solution-finding by identifying value systems, behavioural patterns and vulnerabilities
- Generally manage conflict effectively

Teaching methodology

Student to Lecturer Ratio

There is a high ratio between tutors and Course Content. The course can run for small or large groups (up to 30) but each cohort, will have at least 1 tutor for every 4 or 5 participants.

The courses comprise:

- Lectures
- Training skills with exercises, demonstrations and discussions
- Mediation role-play under supervision

The courses teach participants how to communicate effectively in both a professional and a personal environment. Ethical considerations are emphasised so as to prevent abuses of the skills acquired.

A high level of emphasis is placed on the experiential: the courses concentrate on mock mediations, with ample periods of feedback and discussion. Each student participates in at least 15 mock mediations, each lasting on average 1 hour, except for the last 4 mediations that last approximately 1.5 hours.

Each participant on the course will normally act as the Mediator in at least 4 mock mediations, and role-plays one of the parties to the dispute in the remaining 11 or 12 mediations. Case studies are drawn from a wide variety of conflict situations, and include classic legal cases.

Participants of the course will:

- Explore the strategies people adopt in conflict situations
- Learn how emotions interact on parties in dispute and gain the skills required to listen to and accurately gauge others' emotions
- Gain an understanding of the importance of self-esteem in affecting the outcome of a dispute
- Explore the impact of uncertainties and inconsistencies in the marketplace
- Explore the ways in which individuals and organisations develop their values
- Investigate how values can become inflexible, leading to dogmatic behaviour and rigid attitudes
- Investigate how individual self-confidence and vulnerability affect dispute situations, whether in the workplace, in the domestic or commercial sphere, or elsewhere

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- Explore the paradoxes and polarities of human behaviour in conflict situations
- Identify the influence of company culture
- Investigate the advantages and limitations of positive thinking in the process of mediation
- Explore the effect of hierarchical relationships and the effect of power in the context both of conflicts and mediation
- Learn how to effectively handle a mediator in order to secure a productive outcome
- Explore how parties in conflict behave in a strictly time-limited environment, and learn some of the skills and techniques that a mediator may use to overcome the difficulties precipitated by limitations of time

Venues

Courses are offered throughout Europe at a number of different venues

In 2019-2020 courses are currently planned for London, Malta, Guernsey.
Please contact us on 01865 450027 or email didavmitchell@gmail.com

*We believe that a peaceful and attractive venue encourages learning.
Below are some of the venues which we often use.*



LONDON



MALTA



GUERNSEY





RIGA



OXFORD

The Faculty

Partners

Monica Hanaway

Monica Hanaway is an Accredited Mediator (SPC: January 2000), and an Accredited UKCP Psychotherapist (1994), supervisor, business coach, stress management consultant and management and leadership trainer. She is Senior Lecturer on a Bar Council/Law Society accredited Mediation Course at the School of Psychotherapy and Counselling Psychology (SPCP), Regent's University, London, which has trained and accredited many mediators through its courses in London. She has also taught Advanced Mediation in Singapore, Romania, Latvia, South Africa, Malta and the Channel Islands. This mediation training takes a philosophical and psychological approach to mediation and emphasizes the importance of values, beliefs and self-esteem in the creation and resolution of conflict. She was a member of the faculty of Webster University where she delivered training in conflict resolution to Masters students intending to work in NGOs and Diplomatic services. She is affiliated with Desmond Tutu Foundation UK and is a member of a team which provides mediation training for the staff of TFUK and is currently working with Rev Tutu to explore ways of addressing continued conflict in the Cape townships and in Northern Ireland. She was invited to make a presentation at the International Association for Conflict Management Annual IACM Conference in Stellenbosch in July 2012, and in 2013 and 2014 was invited to contribute to the 3rd and 4th International Peace Conferences in Cape Town to run workshops on conflict resolution and with groups of young people aimed at addressing gender based violence and conflict.

She has mediated in a wide variety of disputes involving commercial, employment and workplace disputes, family conflicts, disputes between young people, (including gangs), as well as restorative justice work with victims and perpetrators of crime. She works with global corporate companies, and individuals as a consultant and executive coach. Many of her clients are based abroad and sessions are conducted face to face and through Skype.

Publications

Books

- '*Co-Mediation: using a psychological paired approach to resolving conflict*' (2012), - translated into Romanian in 2013

- *'Existential Perspectives on Coaching'* co-edited with Emmy van Deurzen Palgrave/MacMillan (2012)
- *'Tales of Conflict; the role of mediation in resolving conflict'* The CH Group (2014)
- *'Existential Coaching Skills: The Handbook'* with Jamie Reed The CH Group (2014)
- *'Existential Leadership'* The CH Group (2017),
- *'Musical differences' mediating conflict in the Music Industry'* The CH Group (2018)
- *'Being an Existential Leader'* The CH Group (2018)
- *'Existential Coaching Skills: The Handbook' revised second edition* (2018)
- *'The Existential Leader'*, Routledge (2019)
- *'An Existential Approach to Leadership Challenges'* Routledge (2019)
- *Handbook of Existential Coaching Practice* due for publication by Routledge 22nd April 2020.
- *Psychologically Informed Mediation: Studies in Conflict and Resolution* due for publication by Routledge October 2020.

Chapters

- *What do we mean by psychologically informed mediation* Chapter in *Co-mediation: Using a psychological, paired approach to resolving conflict*, Henley: The CH Group. (2012)
- *Co-Mediation: A very visible model of working with 'the other'* Chapter in *Co-mediation: Using a psychological, paired approach to resolving conflict*, Henley: The CH Group. (2012)
- *Why Co-Mediation?* Chapter in *Co-mediation: Using a psychological, paired approach to resolving conflict*, Henley: The CH Group. (2012) *Different Co-Mediation Approaches*
- *Co-mediation as part of a mediation and conflict coaching pairing* Chapter in *Co-mediation: Using a psychological, paired approach to resolving conflict*, Henley: The CH Group. (2012)
- *Supervising with the Existential Approach in Mind* Chapter in *Bachkirova & Clutterbuck, Coaching and Mentoring Supervision*, Open University Press, (2020)

Diana Mitchell

Diana has worked as a psychotherapist and a supervisor since 1994 and as an accredited mediator since 2006. She has worked as a Visiting Lecturer at Regent's University (RU) since 1995. Over the years mediation has become her main interest. She works as a mediator and trainer specialising in work place and family disputes; many with her co-mediator Monica Hanaway. She was a core faculty member on the five-day intensive ADR mediation course at Regent's University. She and Monica have been running one-day ADR Mediation refresher and Co-mediation courses since 2007. She also gives regular seminars to students on the International Relations course at Regent's University focussing on *Transferable Mediation Active Listening Skills*. She is an experienced mediator, trainer and lecturer. She has mediated in a wide variety of disputes, specialising in family and workplace mediations and is a Senior Associate Mediator for The CH Group. She conducted mediations in schools or the education department of Surrey County Council. She has lectured and given presentations on Conflict, Restorative Justice and Mediation, at conferences in the UK, Latvia, Romania, Malta and Lithuania to legal and business institutions, as well as to Government and Educational organisations. Over the years Diana has also given presentations at various conferences about existential therapy and supervision, challenging some of the taken for granted assumptions that often go hand in hand with being a therapist, tutor and clinical supervisor. Diana is affiliated with Tutu UK, the UK branch of Archbishop Desmond Tutu Foundation that works towards peace and reconciliation where she and Monica have facilitated talks connected to the on-going conflict in Northern Ireland for the Tutu Foundation.

Publications

Articles and chapters

- *Merleau-Ponty, Certain Uncertainty and Existential Psychotherapy*, SEA Journal (1997)
- *Is the Concept of Supervision at Odds with Existential Thinking and Therapeutic Practice?* SEA Journal (2002)
- *Anxiety and Engagement*, chapter co-written with Nick Kirkland-Handley in: *Existential Perspectives on Human Issues*, Palgrave, Macmillan (2004)
- *Responsibility in Existential Supervision*, chapter in; *Existential Perspectives on Supervision*, Palgrave, Macmillan (2009)
- *Is Co-mediation better for parties and mediators?* Chapter in *Co-mediation: Using a psychological, paired approach to resolving conflict*, Corporate Harmony. (2012)
- *Existential Psychotherapy and Trust*, *Existential: Psychology and Psychotherapy Journal* (2019) Translated into Russian.
- *Re-visiting Existential Supervision*, SEA Journal (2019)
- *Existential Therapy – Relational Creative Engagement in Action*, *Re-Visioning Existential Therapy: Counter Traditional Perspective*, Ed. Manu Bazanno (2020)
- *Emotional Movement, Music and Metaphor*, *Existential: Psychology and Psychotherapy Journal* (2020) Translated into Russian.

Associate trainers

Spencer Hilliard

Spenser is a very experienced barrister and commercial mediator and arbitrator. He has a common law practice centering on business, partnership, licensing and matrimonial disputes. Spenser is on the Communications Committee of the Civil Mediation Council and is a visiting lecturer at the Regents University course on Mediation Skills. He is also on the Delivery Group of the Slynn Foundation. He is internationally recognised as a skilled and effective commercial mediator and mediation trainer. He has considerable mediation training experience in Eastern Europe and has taught advanced mediation skills in the Middle East on behalf of the Foreign Office and Ministry of Justice. He is a Freeman of the Worshipful Company of Arbitrators.

Yannick Jacob

Yannick is an Existential Coach (MA), Positive Psychologist (MSc), Accredited Mediator (SPC), Supervisor (DIP) as well as a trainer and academic. He was the Programme Leader of the MSc Coaching Psychology at the University of East London and has been using his coaching skills as well as his psychological and philosophical understanding of conflict to help resolve a variety of disputes within and between people. In 2011 Yannick trained as a mediator at Regent's University and has since worked with mediation providers such as CMDS, Common Ground, BIMA Group and Converge. He has delivered executive coaching programmes to clients in New York and San Francisco, developed a unique development programme for positive-existential leadership and has his finger on the pulse of the forefront of science.

Publications

Books:

- *An Introduction to Existential Coaching* (Routledge, 2019)
- *Positive Psychology for Coaching: An Introduction to Theory & Practice* (Animas Centre for Coaching, 2017)
- *Existential Coaching: An Introduction to Theory & Practice* (Animas Centre for Coaching, 2016)

Chapters:

- *Existential Perspectives on Integrating Coaching and Counselling* – In N. Popovic & D. Jinks (2013). Personal Consultancy. London: Routledge.

Research:

- *Crossing the Line? A qualitative exploration of ICF Master Certified Coaches' perception of roles, borders and boundaries.* Sime & Jacob (2018). International Coaching Review, 13(2), 46-61.

Jamie Reed

Jamie is an Accredited Mediator (SPC: August 2006), a leadership and team coach and retired UKCP (2015) Accredited Psychotherapist. Jamie has lectured on a Bar Council/Law Society accredited Mediation Course at the School of Psychotherapy and Counselling Psychology (SPCP), Regent's University, London, which has trained and accredited many mediators through its courses in London. Jamie has been Co-Director of The CH Group, with Monica Hanaway - comprising of Corporate Harmony Limited, Community Harmony and the Family Business Mediation Service, offering mediation, coaching, training and consultancy services. The company works with a diverse client group and holds contracts for providing mediation and coaching to some global EAP companies.

Publications**Chapters**

- *The Significance of Unlearning in Co-mediation learning, practice and participation* Chapter in 'Co-Mediation: using a psychological paired approach to resolving conflict' (2012), - translated into Romanian in 2013,
- Chapter in 'Existential Perspectives on Coaching' Emmy van Deurzen & Monica Hanaway Palgrave/MacMillan (2012)

Books

- *'Existential Coaching Skills: The Handbook'* Monica Hanaway & Jamie Reed The CH Group (2014)

Victoria Siddle

Victoria Jane Siddle is an Accredited Mediator (Regents University ADR Mediation and Conflict), and an Accredited BACP trained Psychotherapist for individuals and couple relationships (MA), with over fifteen years of experience, specialising in working with differences. Victoria worked at the internationally renowned research and training centre Tavistock Relations, conducting couple assessments to understand the couple unconscious fit, and as a touring Lecturer about attachment issues and the impact of couple relationships on families with children around the UK. Victoria is also a leadership and executive coach, stress management consultant with experience coaching at the London Business School amongst others. Victoria holds an MA in Consulting and leading in organisations: psychodynamic and systemic approaches.

Felix Spender

Felix Spender left school at 18 and enlisted in the Army. He was commissioned as an officer in 1978 and joined the Royal Irish Regiment in Germany. Felix served as a frontline commander in Northern Ireland, the Falkland Islands, the Balkans and Middle East before commanding an Infantry battalion back in Northern Ireland. Felix subsequently deployed as the senior NATO liaison officer to the Albanian Kosovo Protection Corps where he was responsible for brokering complex agreements between multiple stakeholders. Following this, he deployed to Iraq as Chief of Intelligence for NATO where he developed NATO's influence plan for the region. Felix left the Army in 2010 and founded Northlight Solutions with the intent of managing conflict through a consensual rather than adversarial approach. During the last 9 years Felix has undertaken roles as diverse as supporting M&A in UK and Denmark, assisting energy companies, advising Coca-Cola and negotiating with Somali pirates. He gained his accreditation as mediator in 2013 and went on to support Bournemouth City Council neighbourhood reconciliation programme. He went on to conduct conflict resolution programme for Coca-Cola regional team in East Africa and helped to rebuild a damaged clinical team for an NHS Trust.

Karen Weixel-Dixon

Karen is a psychotherapist, supervisor, trainer, and accredited mediator in private practice, and has been a member of visiting faculty at Regents University London since 1995, on undergraduate and post-graduate programmes, and for the professional programme of Alternative Dispute Resolution, for which she was an original tutor, 1998-current. She has delivered mediation training in London and Singapore. She is an accredited mediator since 2006, who has worked with legal, workplace, banking and family disputes. She is a supervisor of the Metropolitan Police Counselling Team

Publications

Books

- *Existential Therapy: 100 Key points and Techniques* (Routledge, 2015.) co editor with Susan Iacovou
- *Interpersonal Conflict: an existential psychotherapeutic and practical model* (Routledge, 2017). Sole author
- Imminent publication: *Existential Group Psychotherapy and Counselling*, Routledge, 2019. Sole author

Chapters

- *Better Together*, Chapter in 'Co-Mediation: using a psychological paired approach to resolving conflict' 2nd edition (2014),

Marina Wheeler

Marina Wheeler QC specialises in Administrative and Public Law and family law cases with a cross-border or national security angle.

Before starting work at the Bar, she obtained a Master's Degree in EC law from Brussels University and practised there, specialising in competition, trade and environment law. As a junior appointed to the Attorney General's 'B', then 'A' Panel, she undertook large volumes of work for Central Government Departments and Agencies, including the Ministry of Defence, Ministry of Justice and Home Office, predominantly involving prisons, mental health, armed conflict, and radicalisation, as well as employment work. Her local government work has involved child protection and adult social care, usually with a privacy or human rights element. She has also frequently worked for the NHS in employment disputes and the reconfiguration of hospital services, involving the adequacy of consultation, alleged breaches of legitimate expectation and the Public Sector Equality Duty.

In 2011 Marina qualified as a mediator and has worked as a part-time teacher of the mediation and alternative dispute resolution course at Regents University, London.

Kelli Wilks

Kelli Wilks is an accredited mediator (SPCP July 2016, CMC Aug 2016), private civil and family mediator, commercial consultant, coach and trainer. With a career spanning 20 years and two continents, across private and public sector running substantial programs in high-profile commercial negotiations, divestments or business transformations for large multinationals in the IT/Telecomms, Film & Media, Oil & Gas and Transport industries, Kelli is a senior leader, international negotiator and coach. Drawing on her many years living and working in the US and UK, Canada, France, Germany, Greece, Italy, Poland, Spain, Singapore, and Australia, Kelli brings uncommon experience in both progressive negotiation management and psychoanalytical dispute resolution and legal mediation. In her private practice, Compass Mediation Group, Kelli provides private mediation and dispute resolution services together with conference-based and bespoke in-house negotiation training workshops to small business start-ups, entrepreneurs, and c-level business leaders looking to grow their business, expand their communication skills, or better-prepare their leadership teams for modern conflict. Utilising the common tenets of validation, empowerment, and the need to be heard, Kelli promotes Person-Centred and Existential counselling techniques as cornerstones of step-change negotiation enabling her clients to think and behave differently in the face of difficult negotiations to achieve lasting and satisfying results.

Kelli's negotiation programme follows the technical analysis, break-down and creative bi-product of conflict through a five-stage negotiation model that echoes some of the self-determination experiences of Maslow's *Hierarchy Of Needs* together with the important nuances of modern-day Principled Negotiation Theory, intercultural communications and the pressures of Individualism and Collectivism on our global economies, and the reasons why Millennial, so often misunderstood, continue to make the best negotiators

How to Apply

Please complete the attached application form and return it to didavmitchell@gmail.com

An invoice will be sent to you upon receipt of the completed Application Form and payment

Payment

Course fee: £2900

Fee includes welcome breakfast, refreshments morning and afternoon and cafeteria style lunch in the College Dining Hall

Self funders can pay in four equal instalments with full payment due 21 days before commencement of course.

Payment via organisation or employer is required in full when booking

We reserve the right to cancel the course if, in our opinion, there are insufficient enrolments or in other non-foreseen circumstances. In this case any payments will be refunded in full.

Payment is by Bank Transfer to

Bank Name: Santander
Account Name: M&D Associates
Account Number: 39892788
Sort Code: 09-01-29
IBAN: GB21ABBY09012939892788
BIC: ABBYGB2LXXX

Or by cheque sent to:

M&D Associates
32 Cambridge Rd
Walton On Thames
Surrey
KT12 2DP
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