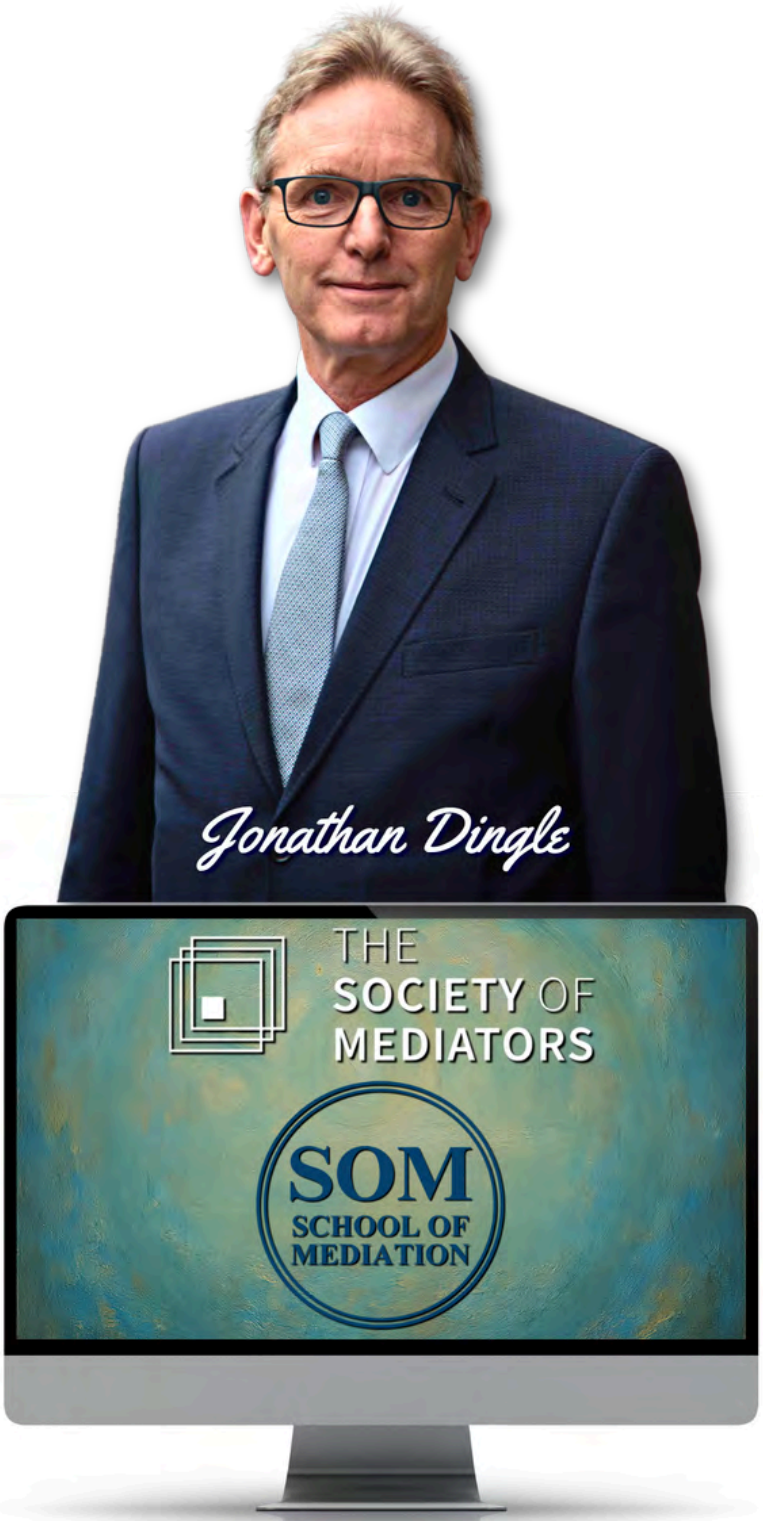
Association of Arbitrators (Southern Africa) NPC

MEDIATION 2017



REMOTE MEDIATION TRAINING COURSES

United Kingdom partners include:

- Kings College London;
- The Bar Council of England and Wales;
- Sheffield Hallam University;
- The Severn Deanery (NHS England).

Training Accredited / Recognised by:

- The Civil Mediation Council (CMC);
- The Chartered Institute of Arbitrators (CIArb).

The Society of Mediators is a London-based Charity authorised worldwide to provide mediation training, education and development. Registration #1151526.

INTRODUCTION

The **Association of Arbitrators (Southern Africa) NPC** (the Association) is delighted to continue its partnership with the leading London mediation training charity **The Society of Mediators** (the Society). Members will recall that the Society's Faculty – led by **Jonathan Dingle** FRSA – trained a large number of mediators in recent years in a series of courses in Sandton and has worked across Africa and the world.

Mediation continues apace but, as we all appreciate, COVID-19 has changed everything – lives, families, businesses, economies. It has caused people to re-evaluate how they train, learn and work their priorities and their ambitions. It has meant that organisations have had to re-assess how they permit key events and structures to happen, to minimise risk and promote results.

Globally this has included parliaments and parties, courts and conferences, meetings and mediations. What was previously unthinkable is the new normal. What was previously thought unworkable has been adapted to succeed and work.

For many involved in dispute resolution, this has included both mediations themselves, and the training and preparation for mediation. For decades, it had been mainstream thinking that mediation and the training of mediators could only successfully be delivered face-to-face. Within 6 months of Lockdown in the United Kingdom, however, the Society's members were reporting 90% of their work was now online (remote) mediation with increased volumes of business.

Remote mediation now accounts for 97.3% of all United Kingdom civil and commercial mediation. Whether by Zoom or Starleaf, Teams or Skype, FaceTime or WhatsApp, telephone or S4B, the process of settlement at mediation has continued and flourishes.

INTRODUCTION

More than 15 000 mediations will take place in the United Kingdom this year and more than 80% will result in settlement on the day. The business will save billions and will generate income to mediators of more than £30 million - with few overheads.

This is a pattern that can be replicated worldwide. A mediator can be based anywhere. Time zones no longer matter – nor do travel restrictions or visas.

Some countries, including South Africa, have adopted or are in the process of adopting similar models and options. In the Gauteng Division of the High Court (Pretoria and Johannesburg) mediation is now mandatory. What is clear is that to be successful there must be a cohort of trained mediators, an appropriate code of conduct, appropriate protocols and support.

The Association has taken the lead in this regard over many years by offering the opportunity not only to train (or retrain) in mediation from foundation to advanced levels but also to offer the process nationally and internationally through a network of specifically trained mediators who will be supported by protocols and a **Code of Ethics**.[1]

The Association considers it vital that this training meets and exceeds international norms. To that end we have agreed with the Society that it will provide various online courses.

The Association is a listed Recognised Mediation Organisation (RMO) for purposes of the Acting Judge President's Revised **Directive and Protocol** of 27 October 2025 regarding Mandatory Mediation in the Gauteng (Pretoria and Johannesburg) Division of the High Court.

1 Refer to **Court-Annexed Mediation** and **Private Mediation**.

OVERVIEW OF TRAINING COURSES

5-DAY ONLINE FOUNDATION MEDIATION COURSE

Successful completion:

- Successful completion of the course will give the qualifying member:
  - The Association's court-annexed mediation Certificate of Competence;
  - 40 CPD hours;
  - Access to free support from the Society for 12 months through email in respect of online Remote Mediation;
  - The option of being listed on the Association's Court-Annexed and Private Mediators Panels, which renders the qualifying member as eligible for appointment by the Association [2] as mediator in court-annexed mediations and private mediations.

Dates, fees and enrolment:

- Places are limited on each course and strictly first paid, first served;
- The online course last 40 hours;
- To register, please complete and return the **Enrolment Form**. Upon receipt of payment, you will receive a link to the online course and course material;
- Click here for dates, fees and to download the **Enrolment Form**:

CLICK HERE

[2] For purposes of the Directive and Protocol, certification shall at all times remain subject to continued membership of and compliance with all codes, policies and rules and submission to the general oversight of the Association. Full compliance with all requirements of the Directive and Protocol shall remain the sole responsibility of the certified person. The Association does not provide advice regarding compliance with the requirements of the Directive and Protocol.

OVERVIEW OF TRAINING COURSES

5-DAY ONLINE FOUNDATION MEDIATION COURSE

Who should attend?

- The 5-Day Online Foundation Mediation Course offered by the Association in partnership with the Society is intended for anyone:
  - Wishing to act as party representatives in mediation proceedings;
  - Wishing to train as certified mediators, through Recognised Mediation Organisations (RMOs) in South Africa such as the Association;
- Neither previous legal training nor training as an arbitrator are pre-requisites. The skills required will be provided on the course.

Learning outcomes:

- The Online Foundation Mediation Course provides everything necessary to meet and exceed international standards. The course satisfies the the Society's Accreditation and the Society's Certificate in Remote (Online) Foundation Mediation. It provides the foundational skills that are the core for full subsequent face-to-face training which, with an additional day of assessment and a further exam, leads to full accreditation to international standards if so desired. The course covers:
  - The mediation process;
  - Ethics and inclusion;
  - Building rapport and establishing interests;
  - Effective use of technology and software;
  - The Mediation Agreement, Code of Conduct, and Protocols;
  - Control and management of the mediation;
  - An online examination;
  - Live case studies and practice mediations;
  - An assessed mediation with feedback.

Online

5-DAY ONLINE FOUNDATION MEDIATION COURSE

Online training week in detail:

- The online training week consists of 3 modules;
- The timings are given in South African time throughout. London is usually 1 hour behind South Africa. Thus, 09:00 on the timetable is 08:00 in London;
- If trainees are in different parts of Africa, or indeed the wider world, the tech-check in Module 1 will ensure that the timings are assimilated for the week;
- The week runs as follows:
  - **Monday (Module 1):** has a short registration and introduction session for 1 hour at 09:00 (ZA-time). The rest of the day consists of a Mediation 101 dedicated reading day whereby trainees work through the course textbook supplied as a downloaded .pdf for preparatory reading on the day. It takes around 4 to 6 hours to read and make notes. There are questions to answer online at the end of the reading to confirm assimilation which needs to be submitted before 09:00 on the second day (Module 2);
  - **Tuesday (Module 2):** works towards, and through, the first co-mediation:

09:00	Mediation 101: consolidation;
10:30	Negotiation exercise in parallel breakout rooms;
11:00	Mediation 102: the protocol and pre-mediation preparation;
11:30	How to manage and run a remote co-mediation;
12:00	Remote co-mediation demonstrations;
13:00	Lunch and preparation;
14:00	Mediation case study allocations and methodology - Zoom links sent;
15:30	Case Study 1 in parallel co-mediation groups, each faculty-hosted;
16:30	Ethics and challenges;
17:00	Homework pre-discussion and allocations for Wednesday;
o/c	Close.

Online

5-DAY ONLINE FOUNDATION MEDIATION COURSE

Online training week in detail continued:

OVERVIEW OF TRAINING COURSES

Wednesday (Module 2 - Phase 2): the second phase of this Module allows all trainees to mediate and then to consider the solo mediation skills needed in remote mediation:

09:00 Homework – consolidation;
09:30 Fraud, ethics, abuse, and remote mediation;
11:00 Case Study 2;
12:00 Lunch and preparation;
14:00 Case Study 3;
16:00 Solo mediation skills;
16:30 Technical challenges, the Code of Conduct, and the Protocol;
o/c Homework and allocations for Thursday;
Close.

Thursday (Module 3 - Phase 1): ensures that all trainees are safe running a remote mediation on their own account and demonstrates various challenges:

09:00 Homework – consolidation;
09:30 Case Study 5;
11:00 Plenary session;
11:30 Case Study 6;
13:00 Lunch and preparation;
14:00 Case Study 7;
15:30 Homework and allocations for Friday;
16:00 (or overnight) online examination to demonstration assimilation;
o/c Close.

Friday (Module 3 - Phase 2): completes the course and mediation on their own account and demonstrates various challenges:

09:00 Homework – consolidation;
09:30 Case Study 8;
11:00 Plenary session;
11:30 Case Study 9;
13:00 Lunch;
14:00 Case Study 10;
15:30 Plenary session;
16:00 Remote debrief arrangements and award certificates;
o/c Close.

COURSE STRUCTURES AND REQUIREMENTS

OVERVIEW OF TRAINING COURSES

- Online courses are offered through the Society's platform with fully downloadable materials, record keeping, and interactivity.

- Whilst conducted using a Zoom-Pro link, it is live and interactive, with the same internationally known faculty led by Jonathan Dingle who have been at the forefront of the development of mediation training for two decades, most recently as the Bar Council of England and Wales' partner for mediation.

- The 5-Day Course has been developed with the Society's partners for King's College London and is taken up by its students in numerous jurisdictions. It is robust, clear and structured to ensure the best opportunity for learning in whatever area the trainee mediator is working. It covers all aspects of the syllabus and includes work by mediators in both co-mediation and solo mediation, ethics and procedure.

- Remote (online) courses are conducted by the trainee from any venue which suits them: either collegiately or solo. No conditions are imposed save that the environment for the trainee should not distract them nor other course attendees. The courses can be taken in consecutive modules. There is an examination. All materials are downloaded from the Society's training platform which records all interactions and chases-up any overdue downloadings.

- The training is delivered using the Society's Zoom Pro system. No special tech is required by trainees. Trainees may use a Mac, any PC, iPad or tablet or even a smartphone to connect through all recognised browsers. A tech-check is undertaken to resolve any issues although the system has been tested on low- and high-bandwidth, and even basic 3G systems, worldwide.

OVERVIEW OF TRAINING COURSES

1-DAY EXTENSION COURSE

Who should attend:

The 1-day Online Extension Course offered by the Association in partnership with the Society is intended for mediators who have:

- Previously trained with the Association and the Society;
- Trained elsewhere and hold a recognised certificate;
- Not trained but can demonstrate suitable experience.

Learning outcomes:

The course is conducted online, from London, and will build on the experience of this cohort of recognised mediators and introduce them to the additional skills and pitfalls of online (remote) mediation. It covers:

- Effective use of the technology and software;
- The different agreements, Code of Conduct, and protocols;
- The pre-meetings, tech-checks, and emergency procedures;
- Confidentiality and identity checks;
- Protection of privacy, participants, data, and materials;
- Recording of mediations;
- Transmission of offers;
- Completion of settlements;
- Adjournments and loss of connectivity;
- Abuse and misconduct;
- Terminating a mediation;
- Control of the mediation;
- Inclusion, diversity, and vulnerabilities.

OVERVIEW OF TRAINING COURSES

1-DAY EXTENSION COURSE

Successful completion:

- Successful completion of the course will give the qualifying student:
  - The Association's Certificate in Remote Mediation;
  - 6 CPD hours;
  - Access to free support from the Society for 12 months through email in respect of online Remote Mediation.

Dates, fees and enrolment:

- Places are limited on each course and strictly first paid, first served;
- The online course lasts 6 hours and dates and times will be announced on the Association's website and social media profiles;
- Fees are inclusive of VAT, per person;
- To register, please complete and return the **Enrolment Form**. Upon receipt of payment, you will receive a link to the online course and the course material;
- Click here for dates, fees and to download the **Enrolment Form**:

CLICK HERE

COURSE STRUCTURES AND REQUIREMENTS

OVERVIEW OF TRAINING COURSES

- Online courses are offered through the Society's platform with fully downloadable materials, record keeping, and interactivity.

- Whilst conducted using a Zoom-Pro link, it is live and interactive, with the same internationally known faculty led by Jonathan Dingle who have been at the forefront of the development of mediation training for two decades, most recently as the Bar Council of England and Wales' partner for mediation.

- Remote (online) courses are conducted by the trainee from any venue which suits them: either collegiately or solo. No conditions are imposed save that the environment for the trainee should not distract them nor other course attendees. The courses can be taken in consecutive modules. There is an examination. All materials are downloaded from the Society's new training platform which records all interactions and chases-up any overdue downloadings.

- Those wishing to progress to the full face-to-face accreditation must attend a one-day course with an assessment in person at later date at one of the designated venues.

- The training is delivered using the Society's Zoom Pro system. No special tech is required by trainees. Trainees may use a Mac, any PC, iPad or tablet or even smartphone to connect through all recognised browsers. A tech-check is undertaken to resolve any issues although the system has been tested on low- and high-bandwidth, and even basic 3G systems, worldwide.

OVERVIEW OF TRAINING COURSES

ONLINE WORKSHOPS

Successful completion:

- Successful completion of each workshop will give the attendee:
  - The Association's CPD Attendance Certificate for each workshop attended;
  - 1 CPD hour.

Dates, fees and enrolment:

- Places are limited on each workshop and strictly first paid, first served;
- The online workshops last 1 hour each;
- To register, please complete and return the **Enrolment Form**. Upon receipt of payment, you will receive a link the online course and course material;
- Fees are inclusive of VAT, per person;
- Click here for dates, fees and to download the **Enrolment Form**:

CLICK HERE

OVERVIEW OF TRAINING COURSES

ONLINE OBSERVATIONS / PROFESSIONAL DEMONSTRATIONS

- Join the Society for their Observations / Professional Demonstrations – **at no charge!**

- **Free of charge!**;
- 2 CPD hours;
- No prior registration required.

- Rooms open at **17:00** and the event begins at **17:15** London time – the equivalent SAST time will vary depending on UK daylight saving.

- For support and enquiries, please send an email to:

support@societyofmediators.com

support@societyofmediators.com

support@218strand.com

PRESENTERS AND FACULTY MEMBERS



Jonathan is a Barrister, Mediator, Arbitrator and Accredited Mediator.

He is joint Head of Chambers at Normanton Chambers, prior to which he founded 218 Strand Chambers, Clerksroom and the London School of Mediation.

Jonathan is widely described as being 'instrumental' in the development of mediation both in the UK and Worldwide and has remained involved in the profession since 1996.

Working globally to develop mediation as a leading alternative to conflict and litigation, Jonathan is regularly consulted by governments and judiciary around the world regarding the introduction and development of mediation in those jurisdictions.He has completed over 1000 mediations and has acted as counsel on many more. Jonathan enjoys enviable feedback including the award of Mediation Achiever of the Year in 2009 and 2016. He has also co-authored three editions of the Mediation Handbook.His passion for teaching has gained him a deserved reputation for inspiring and motivating students of the profession in many countries, regardless of their backgrounds.



Richard is a Mediator and a former police officer.

With training to the highest levels of police negotiation, he spent extensive years dealing with high-risk and high-profile criminal incidents, including matters relating to counter-terrorism, hostage and kidnap situations.

He was involved in the selection and training of other negotiators and discovered that many of the required crucial skills are equally crucial, effective and pragmatic for a mediator.

He uses his experience as a trainer to assist others to develop and refine their skills.

PRESENTERS AND FACULTY MEMBERS



Ann is a professional actress.

She is known for her roles in British TV series Hardware (2003), Holby City (1999), Blessed (2005) and The Bill (1984-2010) and was cast in a recurring role in Krypton (2018). She appeared in Hollywood blockbuster Wonder Woman (2017).



Andi is a Barrister, Mediator and Joint Head of Chambers at Normanton Chambers.

Before coming to the Bar, Andi was in-house counsel in the personal injury department of a major London firm and also undertook a nine month secondment to Zurich Insurance PLC giving pre-litigation case management advice on personal injury and property claims.

As a mediator Andi has over 16 years experience and was one of the founder members of the Court Based mediation Scheme.

She mediated a full range of civil and commercial dispute through the National Mediator Database and predominately high value personal injury, clinical negligence and costs matters through Trust Mediation.

Andi has strong links with South Africa and has been heavily involved in providing training to various organisations throughout the country. She is a Barrister of Lincoln's Inn and an Internationally Accredited Civil and Commercial Mediator.

PRESENTERS AND FACULTY MEMBERS



Steve is a Civil and Commercial Mediator.

Until his recent retirement after 35 years service Steve was a Captain and Hydrographer for the Royal Navy. As well as his work following the Tsunami in 2005 which led to the award of his OBE, Steve was regularly engaged in resolving conflict within the MoD and NATO.

Steve has 12 years experience as a mediator starting mediating in 2007. He has been on the training staff since 2010.

He is a skilled mediator who has applied his skills internationally as well as in cross-border disputes. Back on home soil Steve puts his energies into voluntary work with the Society of Mediators, as a Justice of the Peace in Devon as well as spending as much of the time left over as possible tinkering with his beloved collection of classic cars.

Steve is an accredited Civil and Commercial Mediator, Trustee of both the Society of Mediators and the Free Mediation Project as well as a Justice of the Peace.



Tristana is a workplace, community and commercial mediator.

a former model and entertainer, she worked in corporate HR and coaching.

She is focussed on mindfulness, presence and listening - a gifted communicator. She works worldwide as a coach and mediation educator with a balanced family focus.

PRESENTERS AND FACULTY MEMBERS

The Society has assembled a world-class group of trainers and educators for its training programme.

Unlike other mediation "schools", "colleges", or organisations who make the same or similar bold claims, all our trainers actually mediate regularly, and have many years of experience so doing. Our trainers are diverse, and have worked internationally to great acclaim. Not only that, but they deliver these intensive courses in a way that makes learning fun and interactive - just ask anyone who has attended!

They have seen and delivered mediation in different contexts, communities, and commercial settings. They have built successful practises and can draw on thousands of mediations when they teach. With that very real knowledge of what it is like, acting as a neutral between those in conflict, our students learn practical and pragmatic mediation.

The training is recognised and accredited worldwide, recognised by the CMC, the CIArb and many other bodies. Our course leader co-founded the CMC and helped establish bodies in other countries. This exceptional pedigree offers you, or your organisation, the assurance of complete confidence and commercial competence. **It is mediation - for your future!**

THEY SAID WHAT?

Professor Hugh Whitfield ...

"*In December 2018 I attended a five day mediation course run by the Society of Mediators. We were a group of 15, small enough to be able to get to know each other quickly and to be taught both as a group and as individuals by each member of the team of eight experienced mediators that had been brought together by Jonathan Dingle, the barrister who founded the Society, to initiate us into the art of mediation.*

"*Members of the group came from diverse backgrounds. This was a great advantage because we could learn from each other how mediation could fit into many different areas of conflict and dispute. We all had opportunities to play the role of mediator and also to display our Thespian talents as participants in the carefully planned scenarios that demanded role play.*

The course was hard work. Nine hour days, with just enough time for tea, coffee and a hasty lunch, were followed by two hours' of homework. Our teachers generated such enthusiasm and belief that we were buoyed up and motivated. We knew that we would be faced with an examination, part written and part practical, and this helped to focus our minds.

By the end of the week we were all convinced that whatever our background we would be ambassadors for mediation and we were all looking forward to gaining experience and bringing resolution to conflict situations.

I can recommend the course very strongly. The Society of Mediators has charitable status and this was reflected in the modest fee for the course."

Former NHS Professional retrained as a mediator ...

"*This is just to say thank you so much for inviting me to do the mediation course and for your time. I feel so much more competent for mediation than I did before. The structure of the course works so well and I can safely say it's the most fun I've ever had whilst learning. The group was wonderful and I suspect we'll keep in touch for many moons! I am going to get my observations done as soon as possible, especially now whilst I have more time and flexibility and I look forward to my first mediation.*"

Mr Petrus Lötter ...

"*Informative, challenging and very well presented by an excellent group of presenters. Thank you and well done Jonathan, Steve and team.*"

NHS Consultant ...

"*The perfect week of learning. I recommended this in the strongest possible terms to all NHS colleagues - whether in consultant, specialist, nursing or administrator roles. There is so much wisdom and the benefit is clear. The five days passed in a flash, guided by superb tutors, and rarely have I come away from any professional matter with such a smile and happy memories. I look forward to returning for more.*"

THEY SAID WHAT?

Adv Albert Mooij
...

"*The mediation course presented by Jonathan Dingle QC and team, is outstanding. It's well put together and presented by the London Society of Mediators, in collaboration both the AoA. We learned from the world's best. A great and very practical learning experience.*"

Mr Devis Cristin
...

"*Excellent learning experience, highly inter-active and great fun.*"

NHS Consultant
...

"*The perfect week of learning. I recommended this in the strongest possible terms to all NHS colleagues – whether in consultant, specialist, nursing or administrator roles. There is so much wisdom and the benefit is clear. The five days passed in a flash, guided by superb tutors, and rarely have I come away from any professional matter with such a smile and happy memories. I look forward to returning for more.*"

Senior barrister and part-time judge
...

"*Many thanks for an exceptional week. Not only did I learn everything I could wish about mediation, I learned about myself and a better way of being a barrister. I should have done this 20 years ago. I have been on all manner of courses, through my time at the Bar but this was head and shoulders above them all. It was also, remarkably, fun – inspired by the diverse and extraordinary faculty and the people with whom I shared the learning. I was also really impressed by the level of after course support that is available and the structured learning. 10/10.*"

ENQUIRIES

ENQUIRIES

Please send your enquiries to:

Ms Rochelle Appleton

General Manager

Association of Arbitrators (Southern Africa) NPC

Email: **rochelle@arbitrators.co.za**

Tel.: **+27 11 884 9164/5**

CLICK HERE