

# International Workplace Mediators Training Program

A focused, hands on program that builds essential mediation skills from understanding conflict and conducting pre mediation meetings to leading joint sessions and drafting agreements supported by demos, role plays, and a final mock assessment.

## DATES

4<sup>th</sup> - 8<sup>th</sup>  
May 2026

## VENUE

Dusit Thani Hotel,  
Dubai U.A.E.

A professional portrait of Ms Emma McAndry, a woman with long blonde hair, wearing a grey blazer over a white top, with her arms crossed. The background is a dark purple gradient.

*Ms Emma McAndry*

Mediation Trainer of the Year - National Mediation Awards 2022/23, Workplace, Civil and Commercial Mediator and Mediation Trainer

## COURSE TRAINER

✉ [training@indulead.com](mailto:training@indulead.com)

🌐 [www.indulead.com](http://www.indulead.com)

**INDULEAD**  
INDUSTRY LEADERS

# International Workplace Mediators Training Program

4<sup>th</sup> - 8<sup>th</sup> May 2026 - Dusit Thani Hotel, Dubai - U.A.E.

## Course Overview

This course provides a comprehensive understanding of Workplace Mediation and How to conduct a Workplace Mediation essential methodologies for resolving conflict between disputants.

Participants will learn the theory of conflict and mediation principles, and how to mediate from receipt of a case to conclusion. Through case studies, interactive exercises and role play practice, attendees will develop invaluable transferable communication skills and mediator skills and techniques.

## Key Learning Outcomes

By the end of this training, participants will be able to:

- Understand the theories and consequences of conflict and how it impacts behaviour and reactions.
- Identify the process and principles of mediation in a workplace context.
- Explain the role of a mediator.
- Understand how to prepare for a workplace mediation and the practicalities to undertake.
- Conduct a Workplace Mediation from the very start and guide disputants to points of agreement.
- Draft Heads of Agreement reflecting the solutions reached by the participants.
- Develop and implement communication skills and mediator techniques.
- Understand mediation theory and ethics.

## Why You Should Attend?

- **Enhance your skillset by gaining invaluable transferable communication skills:** Learn how to actively listen, communicate and obtain information, how to reframe to reduce negativity, and deal with emotions, amongst other techniques.
- **Optimize Career Progression:** Conflict resolution skills will set you apart and open enhanced roles.
- **Enhance Culture in your organization:** mediation fosters communication, respect and collaboration. By resolving disputes early, a more positive workplace culture will result.
- **Reduce the Expensive:** Cost of Conflict to your organization.
- **High demand for Workplace Mediators:** Conflict is a common occurrence in the workplace, between colleagues, teams, departmental heads or between employees and line managers/team leaders.
- **Gain hands on experience of mediating:** In a safe and supportive environment, you practice the role of mediator and receive developmental feedback to constantly improve.
- **Learn from Industry Experts & Case Studies:** Engage with real-world case studies from an Award-Winning practicing mediator, and apply practical insights to your organization.
- **Earn an Internationally Recognized Certification:** Boost your career prospects by gaining an International certification in Workplace Mediation, recognized globally, demonstrating your expertise to employers.

## Course Facilitator

### Ms Emma McAndry

Mediation Trainer of the Year - National Mediation Awards 2022/23, Workplace, Civil and Commercial Mediator and Mediation Trainer



Emma McAndry is a Civil Mediation Council (CMC) Registered Mediator for both Civil/Commercial and Workplace mediations with over a decade of experience in mediating. She has gained Fellowship of the CMC in recognition of her 'extensive mediation experience' and was shortlisted in the top 3 Workplace Mediators at the UK National Mediation Awards (NMA) 2022/23. She has successfully mediated hundreds of workplace disputes for a wide range of industries, office workers, managers and staff/teams, with a mixture of 2 party and multiple party mediations.

Emma has delivered 100's of training programs and workshops including worldwide. She was shortlisted for Mediation Trainer of the Year in the NMA 2020, which she went on to win in 2022/23, in recognition of her quality training. Emma has over 20 years of training and teaching experience, including 15 years as an academic where she gained Associate Professor in Mediation. She has also presented at and chaired numerous national and international conferences on various mediation topics.

#### Expertise & Certifications

- LLB (Hons) DEJF (Diploma in French Legal Studies)
- Qualified Solicitor (now non-practicing)
- FHEA (Fellow of the Higher Education Academy)
- Fellow of the Civil Mediation Council (Civil/Commercial and Workplace)
- Legal 500 Leading Mediator 2022/23
- National Mediation Awards 22/23 - Mediation Trainer of the Year and Shortlisted top 3 Workplace Mediator.

#### Past Clients & Industries Served

Emma has worked with top organizations across the UK and delivered training in person in Cyprus, Mauritius, Pakistan and online to multiple countries.

- Food and beverage industry: Weetabix, Dr Oetker
- Beverage industry: Heineken
- Retail: IKEA
- Universities: Universities of Warwick, De Montfort, Chester, Ulaw, Glasgow, Cranfield, Hull, UCLan Cyprus and Mauritius
- Construction: Balfour Beatty, Morgan Sinfield
- Legal: The Law Society of the UK and various law firms
- Public Sector: numerous Local Authorities and Councils

## Clientele



# International Workplace Mediators Training Program

4<sup>th</sup> - 8<sup>th</sup> May 2026 - Dusit Thani Hotel, Dubai - U.A.E.

Day 1	Day 2	Day 3
<p><b>Mediation Theory and Skills</b></p> <p><b>Session 1: Welcome</b>            1.1.Registration            1.2.Introductions            1.3.Ethos of mediation</p> <p><b>Session 2: Theory of Conflict</b>            2.1.What is conflict and the escalation of conflict            2.2.Causes of conflict: The challenges of the modern workplace            2.3.Causes of conflict: Perceptions and Attribution theory            2.4.Causes of conflict: Moore Circle of Conflict            2.5.The effect of conflict: behaviour (Amygdala Hijack)            2.6.The effect of conflict: responses (Thomas Kilmann)            2.7.The effect of conflict in the workplace: the cost (financial and human)</p> <p><b>Session 3: Mediation Theory 1</b>            3.1.What is workplace mediation (cf employment mediation)            3.2.Principles of mediation            3.3.The Mediator's role, including CMC registration and co-mediation            3.4.What to mediate – typical cases and where to exercise caution            3.5.Advantages and disadvantages of mediation</p> <p><b>Session 4: Mediation Theory 2</b>            4.1.Positions vs Interests            4.2.Positional bargaining vs Principled negotiation            4.3.Relevance to mediator and dealing with different styles</p> <p><b>Session 5: Mediator Skills 1</b>            5.1.Body language and exercise            5.2.Active Listening            5.2.1.The role/importance of AL            5.2.2.Demonstrating you've listened            5.2.3.Exercise in listening and absorbing information            5.3.Obtaining Information            5.3.1.Open questions            5.3.2.Acquiring detail            5.3.3.KISS</p> <p><b>Session 6: Mediation Skills 2</b>            6.1.1.Reframing            6.1.2.Mirroring            6.1.3.Process opinion            6.1.4.Normalise            6.1.5.The other party's shoes            6.1.6.Reality testing            6.1.7.Language  <b>6.2.Emotions</b>  <b>6.3.Consolidation</b></p>	<p><b>Pre-Mediation, Initial Meetings and Preparing for Joint</b></p> <p><b>Session 1: Structure of a Workplace Mediation</b>            1.1.Overview of the mediation stages            1.2.Purpose and flow of the mediation process</p> <p><b>Session 2: Pre-Mediation work</b>            2.1.1.Pre-mediation Contact            2.1.2.Preparation</p> <p><b>Session 3: Initial Meetings with the Participants</b>            3.1.1.Confidentiality            3.1.2.Explaining mediation and mediator's role            3.1.3.Rapport building            3.1.4.Exploring their perspective of the dispute            3.1.5.Exploring what they want to achieve            3.1.6.Prepare participant for Joint</p> <p><b>Session 4: Mediation Practice – Initial Meetings</b>            4.1.Demo            4.2.Role Play Practice 1            4.3.Feedback            4.4.Role Play Practice 2            4.5.Feedback            4.6.Role Play Practice 3            4.7.Feedback</p> <p><b>Session 5: Preparing for Joint</b>            5.1.Arrangements – venue and timing            5.2.Consider the Issues            5.3.Agreement to Mediate            5.4.Consider Power Imbalance            5.5.Skills reminder</p>	<p><b>The Joint Mediation and Heads of Agreement</b></p> <p><b>Session 1: The Joint Meeting</b>            1.1.Mediator's Opening Statement            1.2.Demo            1.3.Practice            1.4.Participants Opening Remarks            1.5.Agenda setting            1.6.Working through the Issues            1.7.Generating Options and future focus            1.8.Individual Check Ins?</p> <p><b>Session 2: Mediation Practice – Joint</b>            2.1.Demo            2.2.Role Play Practice 1            2.3.Feedback            2.4.Role Play Practice 2            2.5.Feedback            2.6.Role Play Practice 3            2.7.Feedback</p> <p><b>Session 3: Heads of Agreement</b>            3.1.Record agreements as they happen            3.2.Record conciliatory gestures and positive comments            3.3.Practicalities and Contingencies            3.4.Drafting            3.5.Sharing?            3.6.Practice</p> <p><b>Session 4: Review?</b>            4.1.Whether, and when            4.2.How</p> <p><b>Session 5: Assessment criteria (explanation)</b>            5.1.Preparation for Mock</p>
	<b>Day 4</b>	<b>Day 5</b>
	<b>Mock run through</b>	<b>Assessment</b>
	<p><b>Session 1: Mock</b>            1.1.Review of main skills and structure            1.2.Full run through with full feedback            1.3.Preparation for assessment</p>	<p><b>Session 1: Assessment</b>            1.1.Independently assessed</p>

## Programme Schedule

08:30 am – 09:00 am	Registration & Coffee Break
09:00 am – 11:00 am	Course
11:00 am – 11:30 am	Networking & Coffee Break
11:30 am – 01:00 pm	Course
01:00 pm – 02:00 pm	Networking & Luncheon
02:00 pm – 03:00 pm	Course
03:00 pm – 03:15 pm	Networking Break
03:15 pm – 05:00 pm	Course

## Who Should Attend?

- Human Resources, People Services and Employee Relations
- Line managers, Team leaders, Supervisors, People Managers
- Project Managers and Leads
- Senior leaders and Executives
- Coaches, Mentors and Organizational Development Practitioners
- Anyone seeking conflict resolution skills

# International Workplace Mediators Training Program

4<sup>th</sup> - 8<sup>th</sup>  
May 2026

Dusit Thani Hotel,  
Dubai - U.A.E.

## Registration Form

Please fill & sign below form & send us on  
[training@indulead.com](mailto:training@indulead.com)

Delegate 1  
Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

Delegate 2  
Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

Delegate 3  
Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

Delegate 4  
Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

Delegate 5  
Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

**Note:** In case of 6 or more nominations make a duplicate of this form & fill in the details.

### ORGANIZATION DETAILS:

Company : \_\_\_\_\_  
Address: (to be used on invoice): \_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_  
Country: \_\_\_\_\_

### AUTHORIZED BY:

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
JobTitle: \_\_\_\_\_  
Email: \_\_\_\_\_  
Date: \_\_\_\_\_

### PAYMENT DETAILS:

**Credit Card Holder's Details - To send Payment Link**  
First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Email: \_\_\_\_\_  
Country: \_\_\_\_\_

Event Code: IL-IWM-005

## Course Fee

### Registration Fees:

- Book 1 delegate Pay USD 5,495/delegate
- Book 2 or 4 delegates Pay USD 4,895/delegate
- Book 5 or more Pay USD 4,595/delegate

(All pricing excludes all taxes)

## Payment Mode:

- Payments will be made by **Credit Card** or by **Bank transfer**, an Invoice will be sent soon after we receive the signed & filled registration form.
- Payment is required within **5 working days** after the receipt of the invoice.
- Payment must be received in full prior to the Course Origination.

## Terms & Conditions:

- 1) Fee Includes (For Face 2 Face Training): the course fee covers all course material, lunch & refreshments. Please note that hotel accommodation is not included in the course fee.
- 2) Fee Includes (For Virtual Training): the course fee covers the live course session & the course material soft copies along with Certificates of Attendance.
- 3) Payment terms: Payments are required within 5 working days from the date of receipt of an invoice; all payments should be transferred by Credit Card/bank transfer to the Indulead International account. A receipt will be issued as payment is received.
- 4) Cancellation /Substitution Policy: Cancellation is only acceptable if submitted to us by email & will be subject to charges, cancellation received 60 days prior to the event 25% of the training fee will be charged, 30 Days prior to the event 50% of the training fee will be charged, 15 days prior to the event 75% of the training fee will be charged, 7 days prior to the event 100 % of the training fee will be charged. Substitution is the best option to avoid cancellation, as the cancellation is required in writing via email likewise Substitution is also required by email with complete details of the substituted delegates (Name, Position, Email & Mobile).
- 5) In the case of No Show, clients cannot claim any refund, & are not entitled to claim the Credit Voucher.
- 6) Cancellation by a paid client; does not subject to any cancellation charges, Indulead International will either accept the substitution or will provide a Credit Voucher of the Invoice amount which can be utilized in any of our future training, with validity up to 6 months.
- 7) Every possible effort is made to incorporate the event as it campaigns, however, due to any unforeseen circumstances Indulead International reserves the right to change the venue, location, and trainer. Also due to unforeseen circumstances, the event may be canceled or postponed, in this case, the paid delegate(s) Indulead International will process & refund the full amount, less the bank/service charges up to 5 % or less.
- 8) While all topics shown in this brochure will be covered in the course, the facilitator/instructor reserves the right to restructure and delivers them in a different order or sequence.
- 6) The client is considered aware of all the above terms and conditions, as they sign on this registration form & Indulead International will not be responsible for any expectation or monetary loss as indicated above.