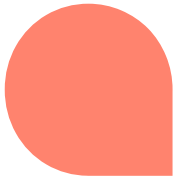




# Comprehensive Guide to becoming an Accredited Mediator



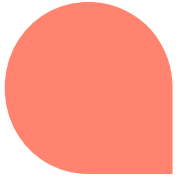
# Begin a Meaningful and Rewarding Career

Mediation is more than resolving disputes - it is about helping people, teams, organisations, and communities move forward during some of their most challenging moments.

If you are passionate about fairness, communication, problem-solving, and supporting others to find constructive solutions, this pathway offers both personal fulfilment and professional growth.

This guide will walk you through each step of becoming an accredited mediator, focusing on the training, standards, practical experience, and ongoing development required. Our approach is centred on high-quality learning, practical application, and sustained support throughout your professional journey.





# Why Become a Mediator?

Investing in a mediation course isn't just about investing in your career – it's about investing in yourself.

Organisations who book their team onto our 6-day course look to strengthen dignity at work, build psychologically safe cultures, support well-being, and embed a resolution-first approach to conflict.

For individuals, it may be about expanding a portfolio career, deepening professional practice, or stepping into meaningful, values-led work.

But whatever brings you here... something deeper happens. Because mediation isn't just a skill set. It's a way of being.

Mediators play a crucial role in helping resolve disputes related to:



## Workplace Conflict

Supporting communication breakdowns, grievances, relationship conflict, and team tensions.



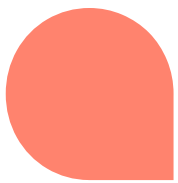
## Family and Relationship Disputes

Helping individuals navigate sensitive personal matters constructively.



## Community and Civil Matters

Assisting neighbours, organisations, and communities to resolve disagreements.



## Benefits of Mediation

- Avoids lengthy, stressful, and costly formal processes.
- Gives people greater ownership of outcomes.
- Preserves relationships where possible.
- Encourages practical, future-focused solutions.
- Helps all voices be heard fairly and respectfully.





# How to Become an Accredited Mediator

Becoming accredited requires formal training, practical experience, reflective learning, and a commitment to professional standards.

## Step 1

### Complete an Accredited Foundation Mediation Training Course

A recognised foundation programme provides the knowledge and practical skills needed to mediate confidently, ethically, and professionally.

## Step 2

### Gain Supported Practical Experience

Following training, many mediators build experience through observations, co-mediations, role-play practice, shadowing opportunities, and supervision.

## Step 3

### Build Your Portfolio and Meet Professional Standards

To progress professionally, mediators often evidence their skills through case experience, reflective logs, feedback, assessed practice, and continuing professional development.

### Key Learning Areas Include:

- Conflict theory and resolution models
- Mediation process and stages
- Core communication skills
- Ethics and impartiality
- Managing power imbalance
- Safeguarding and professional boundaries
- Agreement writing and next steps



# Essential Skills for Mediators

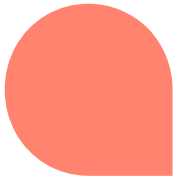
Successful mediators develop a specialist blend of interpersonal and professional skills.

Our training helps you strengthen:

- **Active Listening and Empathy**  
Understanding concerns deeply and acknowledging emotion appropriately.
- **Impartiality**  
Remaining neutral while ensuring all parties feel fairly heard.
- **Problem Solving**  
Turning complex disagreements into manageable next steps.
- **Calm Under Pressure**  
Maintaining structure during emotionally charged conversations.
- **Communication Agility**  
Asking effective questions, summarising clearly, and re-framing conflict productively.

Our programme uses role-play exercises, case studies, live scenarios, peer feedback, and reflective practice to prepare you for real-world mediation.





# Career Opportunities for Mediators

Mediation offers a range of professional pathways:

## Independent Practice

Work on a self-employed basis offering mediation services directly.

## Organisational and Panel Work

Join mediation providers, panels, charities, or contracted services.

## Training and Consultancy

Experienced mediators often move into training, supervision, or consultancy.

## Wider Leadership and HR Roles

Many mediators use their skills in management, HR, coaching, education, and organisational development.



## Earning Potential

Income varies based on experience, location, sector, caseload, and whether you work independently or through an organisation. Strong reputation and specialist expertise can significantly enhance opportunities.



## Who would make excellent mediators?

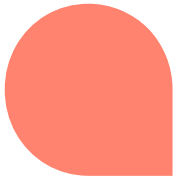
Our Foundation Course attracts professionals from a wide range of sectors who want to strengthen their ability to lead difficult conversations with confidence, fairness and emotional intelligence. Previous participants have included HR professionals, headteachers, executive leaders, SENDCos, governors, non-executive directors, coaches, consultants, small business owners and senior leaders across education, health and organisational settings.

Many undertake the training not only to become accredited mediators, but to develop practical skills that support psychologically safe cultures, improve communication, reduce escalation and embed a more resolution-first approach within their organisations. In light of the SEND reforms and the growing emphasis on inclusion, co-production and relational practice, mediation skills are becoming increasingly valuable for leaders responsible for navigating complex relationships, complaints, workplace tensions and partnership working with families and professionals.



The range of tutors and their experience was excellent. It felt very safe and full of encouragement.

Global Foundation in Mediation Course Graduate



# Why Choose Our Training Programme?

Our mediation training goes beyond theory, offering you:

- **Expert Trainers:** Learn from highly experienced mediators and conflict resolution professionals.
- **Personalised Attention:** Small group learning allows coaching, feedback, and confidence-building.
- **Practical Skills Development:** Role-play, observed practice, case scenarios, and live feedback.
- **Ongoing Support:** Guidance after training around accreditation, practice development, and next steps.
- **Values-Led Practice:** We believe every story matters and every voice counts. Our approach combines quality, integrity, inclusion, and real-world readiness.



Mediation is something that I've always been interested in. The course has been really enlightening - I've really enjoyed the role-plays, they've been so informative for me, that's how I'm learning the most.

Global Foundation in Mediation Course Graduate



The course has really been engaging - and so uplifting. It's one of the best experiences I've had to date - thank you, Global Mediation!

Global Foundation in Mediation Course Graduate



## Navigating the Accreditation Journey

Professional standards help ensure mediators are safe, competent, and effective in practice.

After training, we support your development through:

### Portfolio Development

Guidance on case logs, reflective writing, feedback evidence, and professional growth.

### Observation Opportunities (Currently within SEND)

See experienced mediators handling real cases with skill and neutrality.

### Supervised Practice – through taking part in our Professional Practice Days

Receive feedback and challenge from experienced PPCs and senior mediators.



# Continuing Your Professional Journey

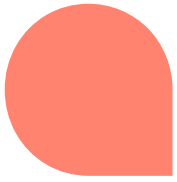
Once trained, your learning journey continues. Mediation is a dynamic field, and staying current is essential.

- **Advanced Learning Opportunities**  
Courses in workplace mediation, SEND mediation, supervision, coaching, safeguarding, and leadership communication.
- **Ongoing CPD**  
Regular workshops and learning events to deepen expertise.
- **Networking and Peer Support**  
Connect with other mediators to share practice, dilemmas, and ideas.
- **Reflective Supervision**  
Professional supervision helps maintain standards, confidence, and wellbeing.



The course has been absolutely incredible. I've loved it - thank you Global, thank you trainers. Your experience and wealth of knowledge have been beyond amazing, and to tap into that has been a truly eye-opening experience.

**Global Foundation in Mediation Course Graduate**



# Our Expert Team

Our facilitators, coaches and mediators bring decades of real-world experience across education, conflict resolution, leadership and human development.



## Emma Gersch Global Training Director

Emma is the Founder and Director of Global Training, and is a Mediator, Coach and Facilitator. Her background as a theatre director has allowed her to blend creative skills with meaningful, engaging people skills training for the business world.

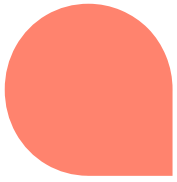
Emma's passion lies in unearthing people's core purpose and value in their work, and using this to connect teams to enable them to work effectively and happily. Her areas of specialism are in conflict resolution, building compassionate workplace cultures, and in Leadership Development and Courageous Conversations. She has designed bespoke training for a range of sectors and clients including the NHS, British Red Cross, ZSL, Trafalgar Entertainment, TripAdvisor, and used role-play based training to deliver high impact training for Psychologists, Lawyers, Doctors and Teachers. She is also artistic director of Moving Stories Theatre Company, specialising in adaptations of Shakespeare and projects that promote social justice.



## Suneta Bagri Head of Mediation training

Suneta Bagri is the Global Course Director at Global Mediation and a Senior Mediator, Leadership Specialist, Reflective Supervisor and Facilitator. Following a 25-year career in education, she has held a number of senior leadership positions including Headteacher, Executive Headteacher and School Improvement Partner across a range of settings, including Special Educational Needs and Disabilities (SEND).

Suneta specialises in reflective practice, leadership development, safeguarding, SEND, conflict resolution and compassionate workplace cultures. She is passionate about helping individuals and organisations create psychologically safe, inclusive environments where courageous conversations, accountability and professional growth can thrive. Suneta leads and delivers accredited mediation and professional practice training nationally, supporting mediators, school leaders, local authorities and organisations to strengthen relationships and build resolution-focused cultures. She is a Fellow of the Chartered College of Teaching, an accredited SEND Mediator, qualified Reflective Supervisor, award-winning wellbeing and leadership coach, and member of the College of Mediators.



# Ready to Start Your Journey?

Becoming a mediator is more than a career decision – it is a commitment to helping people navigate conflict constructively.

If you are ready to begin this rewarding path, we are here to support you every step of the way.

## Next steps

- **Visit our website** for course information
- **Book a consultation** with our Head of Mediation Training to discuss your goals
- Explore observation and practical experience opportunities
- Start building your pathway to accreditation

To learn more about becoming an accredited mediator, course dates, or practical pathways into the profession, contact us today on [enquiries@globaltraining.uk](mailto:enquiries@globaltraining.uk)

**Every story matters. Every voice counts.**



## Get in touch

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