



## University of Strathclyde Mediation Clinic

### 5<sup>th</sup> Annual Conference

### Growing mediation, your practice and beyond

Friday 28 March 2025: 10.30am– 4.30pm BST UK time (online)

Programme subject to change

<b>Facilitator</b>	Dr Ness Collingridge
<b>1030 – 1040am:</b>	<b>Welcome and Introduction</b> Dr Charlie Irvine and the Head of School (Prof Adelyn Wilson)
<b>1040 – 1045am</b>	<b>Video Recording 1: What is Mediation?</b>
<b>1045 – 1140am:</b>	<b>Keynote Speaker:</b> Michael Jacobs The Mediation Dilemma: Resolution or Peace?
<b>1140 – 1145am:</b>	<b>Video recording 2: Court referral to mediation – what happens next?</b>
<b>1145-12noon:</b>	<b>Break</b>
<b>12noon – 1pm:</b>	<b>Workshops</b>  Professor Jayne Bryan - Making Mediation Clinics Essential: The Benefits for Students, Institutions and Wider Society  Ewan Malcolm - Building your practice by helping to develop our field  Rhona Wilson: A place of safety transformed - journey to the Upside Down world of community mediation.
<b>115pm – 2pm:</b>	<b>Lunch (Optional Networking Lunch from 130pm)</b>  <b>Video Recording 3: What happens in a mediation session?</b>
<b>2-3pm:</b>	<b>Workshops</b>  Dr Roy Poyntz & Gordon McKinlay - Different Song, Familiar Tune – Learning and Adapting in Mediation  Patrick Scott - How Strathclyde Mediation Clinic helped me build my practice  Ron Inwood and Marie Young - Workplace Mediation in ACAS
<b>3-315pm:</b>	<b>Break</b>
<b>310-315pm</b>	<b>Video Recording 4: Making the most of your mediation session.</b>



University of  
**Strathclyde**  
**Glasgow**



**315-415pm:**

**Roundtable:** Victoria Harris facilitates - Careers to conflict resolution: journeys to mediation

**Panel:** Joanna Gosling, Duncan Jarrett OBE and Kelly Stricklin Coutinho

**415-430pm**

**Closing remarks**



**Keynote: Michael Jacobs (10.45 – 11.45am)**

“We have to start this process by taking on a new mission – we have to embrace the challenge of helping people stay with conflict.”

Bernard Mayer

There is something very seductive about seeing mediation within the scope of ADR. The underlying narrative suggests that mediation can and should focus on ‘resolving disputes’. In this sense, mediation becomes an answer to a problem – in this case the problem of conflict – with the implication that mediation can make the problem ‘go away’.

I have serious doubts both about the accuracy and helpfulness of such a presumption.

The ideology of ‘conflict resolution’ promotes certain beliefs about the nature of conflict. First and foremost, that it is resolvable. That where there was once conflict, there can now be a conflict free space.

My experience is that conflict isn’t something that we can make ‘go away’. Conflict is an integral part of human existence. We can no more make it disappear than we can halt the passage of time.

If conflict is a given, then what we need most from conflict practitioners is to help people learn how best to live in a conflictual world. To assist those ensnared in conflict to figure out how to disentangle themselves. This isn’t about magically making conflict vanish but building the capacity to ‘do conflict’ in less destructive and dire ways.

Fundamentally, this is mediation as a peace-making process. Peace not defined as the absence of conflict, but as the ability to step into conflict without getting infected. My aim is to address these two different paradigms – conflict resolution versus peace-making – with the hope that mediators come to understand the real potential of our work.



## **Workshops**

### **Making Mediation Clinics Essential: The Benefits for Students, Institutions and Wider Society (12-pm)**

**Professor Jayne Bryan**

In this workshop, we will:

- Reflect on the importance of mediation within Higher Education
- Consider alternative models of University Mediation Clinics and their relative advantages
- Hear case-studies of creating a Mediation Clinic within a Higher Education setting
- Step by step guides to developing mediation within your own context
- Q&A

### **Building your practice by helping to develop our field (12noon – 1pm)**

**Ewan Malcom**

In this workshop, you will:

- Reflect on a journey to becoming an artisan mediator,
- Pick up tips and hints on building your own mediation practice,
- Understand the principles for developing expertise, and
- Consider the benefits to be gained from contributing to the development of our young 'magpie' profession

### **A place of safety transformed - journey to the Upside-Down world of community mediation. (12noon – 1pm)**

**Rhona Wilson**

Rhona Wilson trained in community mediation 19 years ago, after a few years in Restorative Justice. Since then, she has combined this with family mediation, ASN and workplace mediation, practice supervision and training, meaning she has been used to working in multiple contexts and also with multiple models for many years. Community Mediation - the name given to neighbour mediation - is its own unique environment. It is known for high levels of conflict and emotion, an often-complex backdrop, high levels of resistance to participation and fragile engagement. In these disputes homelife is completely transformed, and party's entire worldview can shift and change. Rhona is passionate about creating a platform for change, if parties want that, and about working flexibly and creatively to facilitate it.



### **Different Song, Familiar Tune – Learning and Adapting in Mediation (2-3pm)**

**Gordon McKinlay and Dr Roy Poyntz**

There is a familiarity yet strangeness in practising mediation in different situations. Mediation is best understood in the context of the field of practice and the personal style of each mediator. This workshop is a reflection by two educational mediators as to how their approach in their 'home' field informs their practice when undertaking Simple Procedure mediation for the University of Strathclyde Mediation Clinic.

### **What the University of Strathclyde Mediation Clinic did for my Mediation Practice (2-3pm)**

**Patrick Scott**

As with almost anything in life, experience is important. When applying for a job, any job, qualifications are important, but experience is what really matters. Mediation is no different. Mediation training usually involves role plays, designed to help attendees to get some practical knowledge of how to mediate. These are an essential part of the training. But once someone has attended a course in mediation training and been assessed as a competent mediator, how does that person start a practice?

This workshop considers that dilemma and the role that a mediation clinic can play in that regard. I am going to be sharing my personal journey along this path and the role that the University of Strathclyde Mediation Clinic played in getting me to where I want to be as a mediator.

### **Workplace Mediation in ACAS (2-3pm)**

**Ron Inwood and Marie Young**

Marie Young is an ACAS Conciliator and Mediator; her presentation discusses her path to becoming an ACAS mediator and how mediation skills are beneficial to her substantive role as an ACAS Conciliator. Marie discusses both roles, covering the similarities between the two. Marie discusses the importance of certain soft skills in mediation and how these skills, alongside a robust mediation process, can help lead to successful outcomes. From insight gained through years of experience, Marie presents the benefits of mediation to both the participants and herself as a mediator.

Ron Inwood is a senior business adviser helping customers with a wide range of people related issues. Additionally, Ron is a mediator, group mediator and mediator tutor on the ACAS Certificate in Mediation course. Ron will discuss the ACAS facilitative model of mediation which is simple and flexible and as such can deal with a wide range of issues where the participants are supported to develop solutions that become a template or model for the future. The ACAS mediation approach therefore can and has benefitted many organisations and employees.



University of  
**Strathclyde**  
**Glasgow**



**Roundtable: Careers to conflict resolution: journeys to mediation (3.15 - 4.15pm)**

Join **Victoria Harris** in conversation with mediators **Kelly Stricklin Coutinho**, **Duncan Jarrett OBE** and **Joanna Gosling** to discuss their unique pathways to becoming a mediator. Learn about their professional and personal stories that led to a career helping others to resolve conflict. Find out what work they are doing today and get ready to pose your questions to our esteemed panel.