

## Supervision skills : A course for mediator supervisors

For practising supervisors or those new to supervision; to further develop your skills, or to put a conceptual framework on your existing practice. Suitable for staff and Board members, and volunteer mediators taking on an additional role within your service

- \* Boost your supervision capacity amongst existing staff and resources
  - \* Take home tools and approaches to improve service provision
  - \* Explore the role of supervision in developing and retaining staff

For practitioners across the mediation sector, including family, neighbour and community facilitation, inter-generational, restorative justice, schools and workplace mediation

Thames Tunnel Mills, 113 Rotherhithe Street, London SE16 4NJ  
Friday 29 November 2013, 9.30 for 9.45am to 4.45pm  
College of Mediators accredited: 6 CPD points

Feedback from previous courses:

- “I felt comfortable to share my views with the rest of the group which I don’t normally feel able to do; so I was definitely more vocal and this was down to John’s training style and relaxed atmosphere. Brilliant!”
- “I was particularly impressed with the sensitivity and knowledge that John brought to his role as facilitator and the way he supported each participant to find their own voice.”
- “I really enjoyed the content, delivery and encouragement. I feel positive about becoming a supervisor.”

**John Gray** is a supervisor and executive coach who also has experience of leading a community mediation service and experience of managing both staff and volunteer mediators. This course has been delivered within several community mediation services, and is now running as an open programmes for the first time in several years.

### About the course

The course takes a developmental approach, building on the range of skills and experience that each person brings. John is a highly experienced people developer and groupworker, who shapes activities and interventions that stretch and educate all participants.

The course input includes

- A straightforward and easily adaptable model of supervision for improving supervisee effectiveness and commitment
- The key elements and tasks of supervision
- Supervisor person specification and role description
- The essential supervisory skills of assertiveness and giving feedback

At the end of the course, participants will be able to:

- Describe their own model of supervision and the role of the supervisor
- Demonstrate core skills of a supervisor
- Know what core skills and qualities are required on the part of the supervisee to contribute to an effective supervision session
- Critically assess their own practice and identify areas for their future development.

There will be opportunities to explore typical supervision issues, such as mediator low self-confidence, struggles with impartiality, low conversion rate of cases to round-table meetings, conflict between co-mediators and poor attendance at supervision.

The course fee include all course materials, refreshments and certificate of participation.

## Booking your place

- Price: £100 per place - no VAT payable
- Discount of 10% for two participants from the same service (total price for two delegates: £180)
- Discount of 15% off the total booking fee for more than two participants from the same service.

E-mail [john@johngray.org.uk](mailto:john@johngray.org.uk) to reserve your place.

A 10% deposit secures your place; full payment is due prior to the course beginning.

Cancellation:

100% of course fee payable if cancelling two weeks prior to the course.

50% payable if cancelling more than two weeks prior to the course.

An advanced programme will be held in 2014, for practitioners with considerable supervisory experience. As well as for highly experienced practitioners, this advanced programme offers the chance for those on the Supervision Skills programme to have a further development opportunity having had the chance to practice, reflect and gather feedback in the meantime.

Discounts for participants on this November 2013 Supervision Skills course who subsequently book on the advanced. If you are interested in the advanced programme, please contact me at [john@johngray.org.uk](mailto:john@johngray.org.uk).

## About the trainer



The programme facilitator is **John Gray**. John was formerly the coordinator of Face to Face, City of York Council's mediation service for neighbour disputes. He now works as a freelance organisational consultant and trainer with not-for-profit organisations across the UK. He has experience of service management, recruitment of staff, neighbour and workplace mediation, and of supervising service managers, Board members, staff and volunteers.

He is the author of *Responding to Community Conflict: A review of neighbourhood mediation*, Joseph Rowntree Foundation 2002; and *A Tour of John Heron's Feeling and Personhood*, Oasis Press 2006.

For more information about John and his work, please visit [www.johngray.org.uk](http://www.johngray.org.uk)