

## Supervision skills : A course for mediator supervisors

For new and practising supervisors.

To further develop your skills,  
or to put a conceptual framework on your existing practice.

Suitable for staff and Board members, independent supervisors, 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
- \* Understand 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.

London

Tuesday 12 and Wednesday 13 February 2019  
9.30 for 9.45am to 4.45pm

College of Mediators approved: 12 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 popular course has been delivered within several community mediation services, and is running again as an open programme for the first time since 2016. John has also delivered aspects of the course in workshops at mediation conferences.

### 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 includes all course materials, lunch, refreshments and certificate of participation.

## Booking your place

- Price: £235 per place - no VAT payable
- 10% off for second and additional places booked by any one organisation

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.

## 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)