



Professional Certificate in Mediation

2025/2026

About the Programme

The Professional Certificate in Mediation at Griffith College is recognised by The Mediators' Institute of Ireland (The MII) and The Irish Professional Mediators' Organisation (IPMO). The programme has been developed for people who wish to become a qualified mediator, plus is of great benefit to anyone who manages people or situations and as such may require dispute resolution skills.

Managers – whether that be HR or department heads for example, recruiters, Gardai, armed forces and those in the prison service are all examples of individuals who would come up against disputes on a regular basis. As such, having the skills to effectively mediate in a professional and impartial manner would be of great benefit. The one semester Professional Certificate in Mediation is run via blended learning meaning there is a combination of both online and in-class learning (with in-class lectures taking place at the weekends only to allow minimal disruption to the normal working day). The course takes place over twelve weeks (February to April).

The lecturers are experienced mediators, academics and conflict management trainers with many years' experience in both practice and education. They **engage in mediation on a day-to-day basis** and therefore have the most up-to-date knowledge in the field.

The graduates of this programme will be eligible to apply for membership to two mediation organisations, the Mediators' Institute of Ireland (The MII) and/or the Irish Professional Mediators' Organisation (IPMO). The faculty will provide much pastoral care and career support. Upon completion of this programme you will receive a Griffith College Certificate.

Benefits of the Course The overall aim of this award is to ensure that the learner will be a confident and highly effective mediator with advanced knowledge of the principles of mediation and the mediation process. By enabling participants to gain an in-depth understanding of the concepts and methods underlying the development and use of mediation, the programme seeks to actualise their ability to implement the skills to practice. Furthermore, the programme seeks to equip the graduate with an awareness of the impact of conflict behaviour on mediation, both from the mediator and third-party perspective.

Teaching and assessment will emphasise the necessity of inherent emotional intelligence in this regard on the part of the mediator. Finally, the programme has the further objective of demystifying the law surrounding mediation in order that the learner may embark upon a career involving the use of mediation within their workplace.

Progression The knowledge, skills and competencies developed in the area of mediation will be transferable to both further postgraduate studies and practice. This is not confined to the area of law and dispute resolution but can transfer into business, social studies, community affairs, human resources, management and across any area of life where conflict may arise.

Students who complete this programme will have a range of skills that will be attractive across sectors as a result of acquired skills such as critical thinking and evaluation, ability to self-manage and self-evaluate, independent learning, conflict management, communication, active listening and mediation. The skills acquired on this programme help graduates become a more effective communicator and resource in any workplace. The mediation industry is becoming established in Ireland and the robust nature of this qualification will give a graduate a unique selling point as compared with other non-academic programmes designed to accredit mediators.

Course Content:

<p>Understanding the Mediation Process</p> <ul style="list-style-type: none">• Our perceptions of 'conflict': positive and negative• Neuroscience of conflict <p>Conflict Analysis</p> <ul style="list-style-type: none">• The conflict spiral: how unmanaged conflict escalates• PIN model: Positions, Interests and Needs <p>Styles of Conflict Management</p> <ul style="list-style-type: none">• The five styles of handling conflict• Finding your conflict comfort zone• Managing your style and avoiding going into excess <p>Dynamics of conflict</p> <ul style="list-style-type: none">• Mapping a conflict: your experience of a conflict situation• Self-awareness and self-management in conflict• Constructive and destructive behaviours• Conflict triggers and 'Hot Buttons'• Feedback on the Conflict Dynamics Profile <p>Reflective listening skills</p> <ul style="list-style-type: none">• Picking up clues from body language• Working with perceived reality: being heard, understood and acknowledged• Reflective listening: the discipline of not adding anything• Connecting with hurt and the emotional impact of conflict	<p>The Mediation Framework – Procedure & Process</p> <ul style="list-style-type: none">• Learners are given in-depth exposure to the mediation framework, including all of the necessary aspects of procedure and process necessary to be able to successfully mediate• Content spans from preparation for mediation to demonstration of the different types of meeting involved in mediation sessions: Initial Separate Meetings; Plenary Meetings; Caucus Meetings <p>The mediation process, skills practice through role play</p> <ul style="list-style-type: none">• Rehearsing the introduction and storytelling stages• Framing the issues and problem-solving stages• Writing up the agreement <p>Issues in mediation</p> <ul style="list-style-type: none">• challenging destructive behaviour• prevention of power struggles between the mediator and the parties• coping with anger and provocative statements• coping with resistance• breaking an impasse• power balancing in mediation <p>Mediation legislation and ethical practice</p> <ul style="list-style-type: none">• Introduction to the Mediation Act 2017• Codes of Ethics• GDPR in Mediation• Finalising agreements
---	--

The role of mediation in dispute resolution in Ireland <ul style="list-style-type: none"> • The Alternative Dispute Resolution (ADR) process continuum • The growth of mediation sectors in Ireland: community, family, workplace and commercial mediation • The different mediation models used in each sector 	Preparation for the role play assessment <ul style="list-style-type: none"> • Paperwork preparation • What to expect on the day • After the assessment, submitting of reflective assignment • The opportunities upon successful completion of the programme
---	--

Entry Requirements

All applications to this programme are managed by the College's admissions team in line with the Quality Assurance and Enhancement procedures. Applicants for the programmes must meet the following entry requirements and provide the supporting documentation:

Mature Students (Over 23 Years)

Direct entry

Under 23 Years

- 5 O6/H7 grades in the Irish Leaving Certificate or equivalent award
or
- QQI Level 5 Full Award
Or
- One year's work experience

English Language

It is recommended that applicants have a good understanding of both written and spoken English.

*Non-native English speakers are not required to submit a copy of IELTS test results or take an English-level test as part of the application process.

Programme Fees Please note: The fees quoted below refer to the academic year 2025/2026 Fees are subject to change from year to year. These fees apply to Irish students and EU students living in Ireland. Total Fee: €3,259* (incl. Tuition €2,950, Academic Admin €125 **Please note: A minimum non-refundable deposit is required at the point of registration. Please see accompanying student fee information pack for further details.**