

Mediation Service

Mediation in Education

Welcome to Issue 1 of the new
RESOLVE:ASL Newsletter

We are an independent mediation service to the education community for parents and carers of children and young people with additional support for learning needs. We are currently the largest service of its kind in Scotland operating in fifteen Local Authority areas.

Sometimes despite the best efforts of all parties involved, disagreements over what support a child/young person should get can arise leading to a breakdown in communication and relationships and causing conflict.

Mediation brings together parents/carers with the school or local authority to try and resolve the disagreement.

The mediation is confidential and impartial and focused on solving the disagreement that satisfies all parties. With a network of fully trained, experienced mediators working in neutral venues, we promote a child centered approach, with an emphasis on building trust and understanding to help resolve conflict in education.

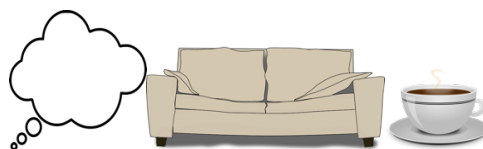


Communication is the key

Good communication is the key to positive relationships and partnerships.

We continue to work with families and education staff across Scotland to facilitate communication and resolve conflict. We are proud of the success achieved in reaching satisfactory agreements through listening and talking to ensure the child or young person's education needs are fully met.

Feedback from participants tells us that mediation is really working and the opportunity to "sit down" and "talk" in a neutral relaxing environment is invaluable.



"I got the chance to speak for the first time. Usually I am not listened to"

"what we said and what others heard was different, mediator helped us all hear the same thing"

*"Openness worked well
It felt fair and neutral"*

"A professional service with a mediator who put everyone at ease, which undoubtedly helped in achieving a successful outcome"

Mediation in Practice

One of the strengths of mediation in education is that participants have the opportunity to solve disagreements early and prevent escalation. This works best when those in dispute are:

- ✂ willing to take part
- ✂ prepared to be honest and open
- ✂ want to work cooperatively with the other parties to find a solution
- ✂ would like to continue to have a relationship / partnership in the future
- ✂ parties feel safe and there is no threat of verbal/physical violence
- ✂ **willing to put the education needs of the child / young person at the forefront**



To find out more about mediation and how it can help resolve education issues for a child or young person with additional support for learning you can contact Sandra Mitchell, Mediation Manager by email, smitchell@childreninscotland.org.uk or telephone 0131 313 8844.

Additional Services

Workplace Mediation

RESOLVE:ASL can offer workplace mediation to help resolve conflict in a work setting.

In a modern workplace nothing slows down progress faster than conflicts and disagreements associated with unresolved human resource issues. The resolution of interpersonal disputes by an experienced and qualified mediator can provide a non adversarial alternative to otherwise sanctioned-orientated actions.

Conflict between colleagues is often unavoidable, but need not produce negative results, and mediation can help.



Training and Workshops

Training workshops tailored to your needs are available to address issues such as communication skills, conflict management and how to have challenging conversations. For more information on these or any of the RESOLVE:ASL service you can contact us by email

resolve@childreninscotland.org.uk or telephone Alison 0131 313 8843



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