IPI Academy

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Presented by
Falconbury

Effective Mediation and Dispute Resolution for Legal and Business Teams

Avoid costly litigation with expert mediation training. Learn to resolve employment, commercial, and property disputes whilst preserving business relationships effectively.

Format:
Bespoke training

CPD:
3 hours for your records (depending on your requirements)

Certificate of completion

Course overview

Mediation can help organisations resolve disputes more efficiently, control costs and preserve important business relationships - but achieving the best possible outcome requires preparation, strategy and confident negotiation.

This practical, interactive training course equips legal and business teams with the skills to prepare for and participate effectively in mediation, whether dealing with employment, commercial, property, supplier, customer or other disputes.

Mediation offers a broader range of outcomes than those available through litigation or arbitration. Recent statistics indicate that 87% of mediations settle on the day or soon after.

Mediation is suitable for a wide range of domestic commercial and international disputes including those with external suppliers and purchasers, multi-party, regulatory, plus internally to resolve employment and workplace, commercial and property disputes.

The English courts are increasingly encouraging and requiring parties in dispute to seek to resolve their differences at mediation. Costs sanctions may be imposed on parties who unreasonably refuse to mediate. Some jurisdictions are imposing mandatory mediation for certain disputes. The Ministry of Justice in the UK has introduced what they call 'mandatory mediation', ie compulsory mediation for cases with a value up to £10,000. If this scheme is successful it is likely that the threshold will be increased**.** Also, judges are now ordering parties to mediate, following the changes in the Civil Procedure Rules.

During this training course you will learn about representing your company successfully at a mediation. You will learn about the process of mediation, how to select a mediator, how to prepare yourself and those attending for it, how to get into the right mindset for the day, what to expect on the day, how to negotiate and communicate better during the mediation, how to deal with an impasse at a mediation, how to reach a deal and how to get the most out of the process.

This training course is presented by an experienced and active mediator and solicitor who will share practical knowledge in an interactive way. There will be plenty of opportunities for questions and discussion.

The course can be tailored around your organisation's own dispute profile, internal processes and areas of particular concern, making the learning directly relevant to the challenges your team faces.

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[1] CEDR 11th Mediation Audit 2025

Benefits of attending

By attending this training course you will:

- **Understand** how mediation fits in with the dispute resolution process
- **Learn** how to select and agree on the best mediator
- **Get to grips** with how to best prepare for a mediation
- **Expand** your knowledge of the mediation process
- **Reduce** unnecessary litigation costs and management time
- **Strengthen** the ability to preserve important commercial and working relationships
- **Build** confidence in handling difficult or high-value disputes
- **Examine** how to reach a deal that works for both parties

Who should attend?

This interactive training course has been specifically designed for legal and business professionals who handle employment and commercial disputes. It offers practical insight into resolving conflicts efficiently, while protecting business interests and relationships.

It also provides essential learning for anyone involved in dispute resolution more broadly, whether managing internal employment issues or external disputes with suppliers, clients, or third parties.

Professionals who will particularly benefit include:

- In-house lawyers seeking to manage disputes cost-effectively and proactively
- In-house teams and government / local authority legal departments
- Private practice lawyers advising clients on employment, property or commercial conflicts
- Dispute resolution teams within law firms
- SME owners and directors responsible for resolving contractual or employment disputes
- HR professionals and their teams managing workplace conflict and disciplinary matters
- Wealth managers and IFAs handling client disagreements and regulatory concerns
- Project managers and teams dealing with disputes over contracts, projects, or delivery
- Accountants and financial advisors navigating financial, partnership, or client-related conflicts

Whether you're directly negotiating settlements, advising senior management teams, or helping clients avoid costly litigation, this training course will equip you with the practical tools and legal awareness needed to resolve disputes effectively and strategically.

Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:



ALEKSANDRA BEER
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com



YESIM NURKO
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com



Harry ALTAMONT
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com

IPI Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

10-12 Rivington Street
London EC2A 3DU

ipi.academy
Tel: +44 (0)20 7749 4749
Email: info@ipiacademy.com