

| Course Title                  | Negotiation & Mediation   | Duration   | One Day |
|-------------------------------|---|--|---------|
| <b>Aim</b>                    | With the emphasis today on preventing homelessness, one of the major issues facing all good teams is how to prevent or reverse a decision to make someone homeless. Whether the decision comes from a parent, guardian or landlord, the person being evicted may see the eviction as a done deal - a final decision with no chance of reversal. With the right skill set, however, you can make a difference - you can mediate in a dispute and negotiate a settlement that leaves your client with a roof over their head. |  |         |
| Session                       | Outcomes  | Content  |         |
| <b>Background</b>             | To understand the background of the proposed eviction and to gain permission to intervene.  | <ul style="list-style-type: none"> <li>◆ Rapport</li> <li>◆ Impact of non-cooperation</li> <li>◆ The Law</li> <li>◆ Duties of a landlord</li> </ul>                |         |
| <b>Mediation</b>              | To set up a mediation meeting and to agree a common purpose.  | <ul style="list-style-type: none"> <li>◆ Safety checks and considerations</li> <li>◆ Common ground</li> <li>◆ Chunking up</li> <li>◆ Setting outcomes</li> </ul>   |         |
| <b>Assertiveness</b>          | To understand the importance of acting in an assertive manner during mediation meetings.  | <ul style="list-style-type: none"> <li>◆ Win-win solutions</li> <li>◆ Putting your point of view</li> <li>◆ An advocate for both sides</li> </ul>                  |         |
| <b>Negotiating</b>            | To help parties agree on a course of action that prevents homelessness.   | <ul style="list-style-type: none"> <li>◆ Chunking back down again</li> <li>◆ Conditional Closes</li> <li>◆ Written agreements</li> <li>◆ Escape clauses</li> </ul> |         |
| <b>Book this course now :</b> |   |  |         |
| <b>Cost</b>                   | Price Code A  |  |         |
| <b>To book this event</b>     | ITS Training (UK) Ltd, 21/22 Oliver House, 23 Hall St, Chelmsford, Essex. CM2 0HG<br>Tel: 08454 300 212<br>e-mail : <a href="mailto:bookings@its-training-uk.com">bookings@its-training-uk.com</a>  |  |         |