

# Case Study: Scottish Mediation Mediating Ways Workshop



Scottish Mediation aims to raise the profile of mediation, act as a professional body for mediators and provide access to quality assured mediation services. It seeks to promote a wider understanding of the use of mediation in conflict management and to promote training in mediation skills.

In 2018 Scottish Mediation was awarded £14,700 in funding from the SafeDeposits Scotland Charitable Trust to develop and deliver a series of workshops entitled Mediating Ways, developed to closely meet the needs of letting agents and equip them to handle conflict more effectively. The workshops were designed to challenge even the most experienced agents to consider their own practices and perceptions in relation to particular landlords, tenants or property management issues and to identify bad habits and/or areas for improvement.

Between September 2019 and February 2020 Mediating Ways workshops were held in Edinburgh, Highland, South Ayrshire, Fife, Aberdeen, South Lanarkshire and Perthshire.

Through exploring methods such as active listening techniques and questioning techniques, the highly participative workshops helped participants to understand some of the causes of conflict and how it escalates, and to understand the importance of moving discussions from positions to interests and needs.

For further information on Scottish Mediation visit [www.scottishmediation.org.uk](http://www.scottishmediation.org.uk)