



MediationWorx Practical Training Guidelines

For Members Completing Additional Training

Dear Member,

Thank you for your commitment to advancing your skills and professional standards as a mediator within South Africa. Now that you have successfully completed your **theoretical training**, it is essential to engage in the **practical component** that brings your learning into real-world application.

Below is the **MediationWorx guideline** on how your **practical training** should be structured to ensure you are well-prepared for the field and for future accreditation:

1. Purpose of the Practical Component

The practical phase is designed to:

- Translate your theoretical knowledge into applied skills
- Prepare you for real mediation environments in the South African context
- Build confidence, professionalism, and ethical practice
- Fulfil requirements for MediationWorx Accreditation

2. Recommended Structure of Practical Training

A. Simulation-Based Role-Plays

- Participate in structured **role-plays**, based on real-life South African scenarios (e.g., family disputes, neighbour conflicts, workplace grievances, and customary issues)
- Rotate through roles as:
 - Mediator
 - Disputing party
 - Observer
- Receive feedback from trainers or experienced mediators
- Focus on:
 - Opening a mediation session
 - Managing difficult conversations
 - Working through impasse
 - Concluding with agreements

B. Observation of Live Mediations (Where Possible)

- Attend **court-annexed** or **community-based** mediations (with permission)
- Observe and reflect on:
 - Mediator approach and technique
 - Ethical handling of conflict
 - Party engagement

C. Supervised Practice Sessions

- Conduct at least **2 to 5 supervised mediations** (live or staged)
- Submit short **reflective reports** for each session
- Focus on:
 - Neutrality and ethics
 - Communication and rapport-building
 - Process structure

D. Focused Skills Workshops

- Practice and refine key competencies such as:
 - Active listening
 - Reframing and summarising
 - Caucusing and managing emotions
 - Cultural and language sensitivity
- Engage in practical drills led by qualified facilitators

3. Professional Ethics in Practice

- Apply the **MediationWorx Code of Conduct** in every practice session
- Discuss real-world ethical dilemmas and complaints scenarios
- Develop awareness of:
 - Confidentiality
 - Impartiality
 - Conflict of interest
 - Cultural and community sensitivity

4. Evaluation and Feedback

- Ensure your practice is reviewed using a **structured checklist** or feedback form
- Submit a final **reflective journal or summary report** outlining:
 - What you learned
 - Challenges encountered
 - Areas for growth

5. Prepare for Accreditation

Once your practical training is complete:

- Submit evidence of your practical work to MediationWorx
- Apply for your **MediationWorx Accreditation**, which formalises your professional standing
- Ensure you are registered for **ongoing CPD** as part of your growth and compliance

At MediationWorx, we are committed to ensuring that our members are not only trained but also **equipped to practise competently, ethically, and professionally**. Should you require supervision support, templates, or feedback tools, please contact our office or visit the MediationWorx member portal.

We look forward to your continued development and contribution to the mediation profession in South Africa.

Warm regards,

MediationWorx Executive Committee