



University of  
Central Lancashire  
UCLan Cyprus

School  
of Law

On the occasion of the Mediation Week held at UCLan Cyprus in February 2021 and by popular demand, the School of Law presents

# DEALING WITH CONFLICT – FOR MANAGERS

DEALING WITH CONFLICT IN YOUR TEAM AND  
HOW TO HAVE CONSTRUCTIVE CONVERSATIONS

Tuesday,  
16 February 2021  
17:00-20:00

Online, via MS Teams

## Learning outcomes

- Examine the causes of conflict.
- Evaluate an explanation of behaviour in conflict.
- Reflect on the impact of conflict in the workplace.
- Learn how to deal with a dispute in your team.
- How to manage difficult conversations.
- Observe demonstrations of discussions with team members in conflict.
- Consider when and how to refer a dispute to mediation.
- Observe a demonstration of mediation in practice.

The Course is delivered in association with Essential Mediation Solutions,  
Civil Mediation Council Member Organisation in the UK, supported by  
Lakeland Mediation Solutions



# Registration fee €100

## Certificates of participation will be issued.

To book to attend the Course, please complete the registration form at <https://bit.ly/37qhgIS> and submit it to [lawacademy@uclancyprus.ac.cy](mailto:lawacademy@uclancyprus.ac.cy) For any information, please call 24694097.

**Full payment should be made before commencement of the Course on 15/2/21 to the following bank account or through JCC Smart, UCLan Cyprus**

Bank account at **Hellenic Bank Ltd / Cyprus Cooperative Bank**

Account Name **UCLan Cyprus Ltd**

IBAN **CY89 0070 4430 0000 0000 4005 5808**

Swift Address **CCBKCY2N**

REF **Online course on mediation (state your name)**



## Tutors



### Ms. Emma McAndry (Tutor)

Emma is the Founder and Director of Essential Mediation Solutions and is a full-time mediator and mediation trainer. Emma previously practiced as a commercial litigator for an international law firm, so she is

well placed to see the benefits of mediation over litigation. She then became a law lecturer for 15 years whilst developing her mediation expertise to the level of Readership in Mediation. During this time, she set up and headed the hugely successful Centre for Mediation and Mediation Clinic at UCLan, whilst securing awards internally, nationally and internationally. In recognition of her expertise, Emma has been asked to share her knowledge at numerous national conferences and in-house workshops. She has also spoken on BBC Radio about mediation and authored several published articles.

She has a wealth of experience in conducting civil and commercial mediations for many years and acted as a lead/supervisory mediator for those seeking experience. She has covered a great variety of disputes including: Contractual issues, Debt, Society, Boundary, Trespass, Landlord and Tenant, Construction, Business, Commercial, Community, Neighbourhood and more. Emma also has extensive experience in workplace disputes. She has acted as an in-house gatekeeper, assessing disputes appropriate for mediation and acted as lead mediator. Emma also has expertise in mediating team disputes from several participants to whole departments. She is particularly familiar at dealing with matters within a variety of Universities and Councils. Emma is extremely skilled at training others to become mediators.

She has successfully trained over 200 mediators, including internationally; delegates have travelled from Nigeria, the Bahamas, Mauritius, Cyprus, South Africa, America and Germany to be trained by Emma. She has also delivered mediation training in Mauritius and Cyprus. Whilst a law lecturer, Emma trained students for National and International Mediation Competitions who went on to enjoy great successes with multiple wins. She is a member of the international Association of Mediation Assessors, Trainers and Instructors, invited in recognition of her training experience. With an infectious passion for mediation, you will find Emma to be very approachable and supportive, whilst highly skilled and capable.



### Ms. Emma McAndry (Tutor)

As Founder and Director of Lakeland Mediation Solutions, Dawn is a full-time mediator dealing with many types of dispute: for individuals, businesses and for small and large teams in the workplace. She is a Special-

ist Business Adviser (for Mediation) for the Cumbria Chamber of Commerce and is a Mediation Panel member of Axis Mediation for Civil and Commercial and Workplace Mediation. Dawn was awarded joint Mediation Expert of the UK of 2020 by the Global Advisory Experts.

Working in collaboration with Emma McAndry of Essential Mediation Solutions, Dawn delivers CPD and observation opportunities for Civil and Commercial and Workplace Mediators and supported delivery of the International Civil and Commercial Professional Course for UCLan Cyprus in Spring 2020. As a member of AMATI (Association of Mediation Assessors, Trainers and Instructors) Dawn co-chaired the Autumn Online Conference for over 100 mediators across 26 countries on the current topics of training mediators online and training in online dispute resolution.

Dawn has over 18 years of experience in the education sector, lecturing at Post Graduate Level for the PGCE (Post Compulsory) for UCLan, and at undergraduate level where she assessed and moderated dissertation submissions. She has conducted formal teaching observation assessments of Post Graduate students and was invited to judge the Final of the UCLan Internal Mediation Competition 2019 at the Centre for Mediation, Lancashire Law School. As a mediation assessment specialist, Dawn provided assessment for the International Civil and Commercial Mediation Professional Course at the School of Law, UCLan Cyprus in 2019 and 2020 and regularly assesses for Essential Mediation Solutions.