

Strategic Plan

2018-2021

Context

During the period 2015-2018 Scottish Mediation continued to promote mediation as a positive way to resolve differences and it has enhanced the professional standing and recognition of registered mediators. There are now examples of mediation working successfully in day to day systems in a variety of organisations delivering positive outcomes.

As the focal point for the development of mediation and mediation practice in Scotland we have a successful track record in:

- Providing a Mediation Helpline which helps people and organisations to understand the steps in the process and how to commission a mediator.
- Managing the Scottish Mediation Register as a publicly accessible listing of professional mediators in Scotland.
- Overseeing the admission and renewal of Registered Mediators which is recognised as the listing of accredited mediators by the Scottish Government.
- Accrediting mediation training providers which run courses for mediators to Registered Mediator standards.
- Contributing to the development of mediation policy for government and organisations across Scotland.
- Promoting understanding and awareness of mediation as a means of dispute resolution and constructively dealing with difference.

There are now people with mediation training across many areas of Scottish life from schools to universities and from government bodies to commercial firms. The skills of mediation are being recognised, not only for their ability to resolve disputes by trained mediators, but also as life skills for all of us in our work- and learning- places. By training people in mediating ways, we enhance abilities needed in today's organisations where difference and diversity are the stuff of daily interactions and where negotiating, empathising, building relationships, instilling confidence and winning trust are vital skills.

Because we see mediating skills as so central to the way we work together in twenty-first century organisations we have set our overarching strategic goal as *putting mediation and mediating ways at the heart of the Scottish way of life in education, business, government and civil society*.

Our priorities for the next three years seek to make a step change towards this goal and in particular we plan to launch a Mediation Charter for government, private and third sector bodies to align themselves to as a mark of commitment; hold a Year of Mediation in 2020 which will engage the whole of the mediation community across Scotland; and advance Peer Mediation in our schools where a Peer Mediation Charter can play a role.

Vision

Our vision is of a Scotland where people and organisations deal positively with conflict.

Mission

Our mission is to promote mediation and mediating ways; demonstrate their use and benefits; increase their profile; and support excellence and innovation in the professional practice of mediation.

SMN Values

What is special about the way we do work is that we value:

- Working together collaboratively
- Mutual respect
- Clear and open communication
- Voluntary participation
- An inclusive network
- Financial prudence

Our Overarching Strategic Goal

We will put mediation and mediating ways at the heart of the Scottish way of life in education, business, government and civil society.

Our Goals

What we aim to accomplish:

1. Through collaborative working we will encourage organisations across Scotland to commit themselves to mediation and the skills of mediation in their work.
2. That Scottish Mediation is the natural partner wherever organisations engage in promoting, advancing and committing to mediation.
3. That Scottish Mediation accreditation of training courses is an acknowledged mark of quality mediator training in Scotland.
4. That the Scottish Mediation Register is the recognised go-to listing to find a mediator and the mark of good practice mediators in Scotland.
5. Further the understanding by people and organisations of mediation and the skills of mediation.

Our Strategic Outcomes

What we want to achieve:

1. People and organisations with access to mediation as part of a range of options to resolve their disputes.
2. Organisations valuing mediation skills in the course of their work and offering mediation as a way of resolving disputes.
3. Scottish schools being places where young people learn mediating ways and use these to prevent bullying and to resolve conflict.
4. Mediation being the natural first step in appropriate civil justice disputes.
5. An expansion of opportunities to learn mediation skills for people from all walks of life whether they wish to improve social and business skills or engage in dispute resolution.

Our Priorities

In the next three years our goals are to:

1. Launch a Scottish Mediation Charter as a mark of commitment to mediating ways and as a standard of good practice in resolving disagreements, disputes and complaints.
2. Advance Scotland-wide awareness of mediation by leading and co-ordinating a Scottish Year of Mediation in 2020 which engages the whole mediation community.
3. Promote peer mediation for children and young people to deal positively with differences in a variety of settings.
4. Grow Scottish Mediation membership through a structure from supporters to practitioners amongst individuals and corporate bodies.
5. Grow our resources through securing core funding and a range of income sources.
6. Develop the Network's communication capability, particularly online.



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