



Association of Arbitrators  
(Southern Africa) NPC

# M E D I A T I O N



*Jonathan Dingle*





## United Kingdom partners include:

- 🌐 Kings College London;
- 🌐 The Bar Council of England and Wales;
- 🌐 Sheffield Hallam University;
- 🌐 The Severn Deanery (NHS England).

## Training Accredited / Recognised by:

- 🌐 The Civil Mediation Council (CMC);
- 🌐 The Chartered Institute of Arbitrators (CI Arb).



The Society of Mediators is a London-based Charity authorised worldwide to provide mediation training, education and development. Registration #1151526.

REMOTE MEDIATION TRAINING COURSES



# INTRODUCTION

🌐 The Association of Arbitrators (Southern Africa) NPC (the Association) is delighted to continue its partnership with the leading London mediation training charity The Society of Mediators (the Society). Members will recall that the Society's Faculty - led by Jonathan Dingle FRSA, Andrea Barnes, and Zoey White - trained over 100 mediators in recent years in a series of courses in Sandton and have worked across Africa.

🌐 Mediation continues apace but, as we all appreciate, COVID-19 has changed everything - lives, families, businesses, economies. It has caused people to re-evaluate how they train, learn, and work, their priorities and their ambitions. It has meant that organisations have had to re-assess how they permit key events and structures to happen, to minimise risk and promote results.

🌐 Globally this has included parliaments and parties, courts and conferences, meetings and mediations. What was previously unthinkable is the new normal. What was previously thought unworkable has been adapted to succeed and work.

🌐 For many involved in dispute resolution, this has included both mediations themselves, and the training and preparation for mediation. For decades, it had been mainstream thinking that mediation and the training of mediators could only successfully be delivered face-to-face. Within 6 months of Lockdown in the United Kingdom, however, Society of Mediators members were reporting 90% of their work was now online (remote) mediation with increased volumes of business.





🌐 Remote mediation now accounts for 97.3% of all United Kingdom civil and commercial mediation. Whether by Zoom or Starleaf, Teams or Skype, FaceTime or WhatsApp, telephone or S4B, the process of settlement at mediation has continued and flourished.



# INTRODUCTION

More than 15,000 mediations will take place in the United Kingdom this year and 84% will result in settlement on the day.

The business will save £ billions and will generate income to mediators of more than £30 million - with few overheads.

-  This is a pattern that can be replicated worldwide. A mediator can be based anywhere. Time zones no longer matter - nor do travel restrictions or visas.
-  Some countries have adopted similar models and options. Others have not. But what is clear is that to be successful there must be a cohort of trained mediators, an appropriate code of conduct, appropriate protocols and support.
-  The Association is determined to take the lead regionally and to offer its members the chance not only to train (or retrain) in online (remote) mediation but also to offer the process nationally and internationally through a network of specifically trained mediators. They will be supported by protocols and a Code of Conduct.
-  The Association considers it vital that this training meets and exceeds international norms. To that end we have agreed with the Society that it will provide various online courses.



# Online Workshops

## Successful completion:

- Successful completion of each workshop will give the attendee:
  - The Association's CPD Attendance Certificate for each workshop attended;
  - 1CPD hour.

## Dates, fees and enrolment:

- Places are limited on each workshop and strictly first paid, first served.
- These online workshops last 1 hour each and will be held on the following dates and times:

## Enrolment:

- To register, please complete and return the **Enrolment Form**. Upon receipt of payment, you will receive a link the online course and course material.
- Fees are inclusive of VAT, per person.
- Refer to the following pages for more information ...




# Online Workshops

## MEDIATION IN THE POST-COVID ERA

CPD NO.: SOM/2023/SA0123

The skills of a mediator; what they are; how they can be used; how mediation works; opportunities nationally and internationally; why it is an essential tool for all professionals in law, construction, business and government.

### Presenters:

 Jonathan Dingle;  Andrea Barnes;  Lord Ian Strathcarron.

### Fees (incl. per person):

 AoA, ACPM, BIArb, CESA, MBC, RICS, SAICE and WISA members:	<b>R200.00</b>
 Non-members:	<b>R250.00</b>
 AoA/University Students, Professional Trainees, Pupil Advocates and Candidate Attorneys:	<b>R 0.00</b>

### Date and Time:

**Thursday, 6 July 2023**  
**18:00 to 19:00**




[CLICK HERE TO ENROL](#)

## MEDIATING MEDICAL CLAIMS




CPD NO.: SOM/2023/SA0223

Who, what, why, when and how; plus a unique overview of and the UK experience of over 5 000 medical negligence mediations; a summary of the latest savings made by insurers and the National Health Service in 2022.

### Presenters:

 Jonathan Dingle;  Andrea Barnes;  Dr Kenwyn James.

### Fees (incl. per person):

 AoA, ACPM, BIArb, CESA, MBC, RICS, SAICE and WISA members:	<b>R200.00</b>
 Non-members:	<b>R250.00</b>
 AoA/University Students, Professional Trainees, Pupil Advocates and Candidate Attorneys:	<b>R 0.00</b>

### Date and Time:

**Thursday, 27 July 2023**  
**18:00 to 19:00**

[CLICK HERE TO ENROL](#)

OVERVIEW OF  
TRAINING COURSES

# Online Workshops

## RESOLVING CONSTRUCTION AND COMMERCIAL DISPUTES WITH MEDIATION

CPD NO.: SOM/2023/SA0323

Why mediate when you can arbitrate or adjudicate? What has caused the UK legal and construction industry to mediate more construction and commercial claims than it takes to trial or arbitration?

### Presenters:

 Jonathan Dingle;  Andrea Barnes;  Martyn Bould.

### Fees (incl. per person):

 AoA, ACPM, BI Arb, CESA, MBC, RICS, SAICE and WISA members:	<b>R200.00</b>
 Non-members:	<b>R250.00</b>
 AoA/University Students, Professional Trainees, Pupil Advocates and Candidate Attorneys:	<b>R 0.00</b>

### Date and Time:

**Thursday, 10 August 2023**  
**18:00 to 19:00**




[CLICK HERE TO ENROL](#)

## WHAT'S LOVE GOT TO DO WITH IT?




CPD NO.: SOM/2023/SA0423

Mediation in family disputes - about finance, the children and even the plastic Christmas trees - what are the skills required of the mediator and the mediation advocate, and how can they be applied? Will also cover cross-border international children cases and high net worth cases.

### Presenters:

 Jonathan Dingle;  Stuart Hanson;  Dr Kenwyn James.

### Fees (incl. per person):

 AoA, ACPM, BI Arb, CESA, MBC, RICS, SAICE and WISA members:	<b>R200.00</b>
 Non-members:	<b>R250.00</b>
 AoA/University Students, Professional Trainees, Pupil Advocates and Candidate Attorneys:	<b>R 0.00</b>

### Date and Time:

**Thursday, 17 August 2023**  
**18:00 to 19:00**

[CLICK HERE TO ENROL](#)

OVERVIEW OF TRAINING COURSES




# Online Workshops

## A SLICE OF LUCK

CPD NO.: SOM/2023/SA0523

A medical negligence mediation (demonstration), fully acted with an experienced NHS medical mediator dealing with the (alleged) failure electively to amputate the correct lower limb with liability, causation, and damages all in dispute.

### Presenters:

 Jonathan Dingle;  Andrea Barnes;  Doireann O'Mahony.

### Professional Actors:

 Ann Ogbomo;  Andrea Gordon.

### Mediator Actors:

 Orlando Gibbons;  Ruby Sandhu .

### Fees (incl. per person):

 AoA, ACPM, BIArb, CESA, MBC, RICS, SAICE and WISA members:	<b>R350.00</b>
 Non-members:	<b>R400.00</b>
 AoA/University Students, Professional Trainees, Pupil Advocates and Candidate Attorneys:	<b>R 0.00</b>

### Date and Time:

**Saturday, 14 October 2023**  
09:00 to 12:00

[CLICK HERE TO ENROL](#)

OVERVIEW OF  
TRAINING COURSES





# ONLINE OBSERVATIONS / PROFESSIONAL DEMONSTRATIONS

## Not to be missed:

 Join the Society for their Observations / Professional Demonstrations - **at no charge!** - on the following dates:



**Free of charge!;**



2 CPD hours;



No prior registration required:

DATE	CPD NO.
7 June 2023	SOM/2023/2333
19 July 2023	SOM/2023/2343
26 July 2023	SOM/2023/2345
20 September 2023	SOM/2023/2353
4 October 2023	SOM/2023/2355
19 December 2023	SOM/2023/2371



Click on this link for access:

**<https://us02web.zoom.us/j/3158313623>**



Rooms open at **17:00** and the event begins at **17:15** London time - the equivalent SAST time will vary depending on UK daylight saving.



For support and enquiries, please send an email to:

**[support@218strand.com](mailto:support@218strand.com)**

TRAINING COURSES  
OVERVIEW OF



**Jonathan is a Barrister, Mediator, Arbitrator and Accredited Mediator.**

He is joint Head of Chambers at Normanton Chambers, prior to which he founded 218 Strand Chambers, Clerksroom and the London School of Mediation.

Jonathan is widely described as being 'instrumental' in the development of mediation both in the UK and Worldwide and has remained involved in the profession since 1996.



Working globally to develop mediation as a leading alternative to conflict and litigation, Jonathan is regularly consulted by governments and judiciary around the world regarding the introduction and development of mediation in those jurisdictions. He has completed over 1000 mediations and has acted as counsel on many more. Jonathan enjoys enviable feedback including the award of Mediation Achiever of the Year in 2009 and 2016. He has also co-authored three editions of the Mediation Handbook. His passion for teaching has gained him a deserved reputation for inspiring and motivating students of the profession in many countries, regardless of their backgrounds.

**Andi is a Barrister, Mediator and Joint Head of Chambers at Normanton Chambers.**



Before coming to the Bar, Andi was in-house counsel in the personal injury department of a major London firm and also undertook a nine month secondment to Zurich Insurance PLC giving pre-litigation case management advice on personal injury and property claims.

As a mediator Andi has over 16 years experience and was one of the founder members of the Court Based mediation Scheme.

She mediated a full range of civil and commercial dispute through the National Mediator Database and predominately high value personal injury, clinical negligence and costs matters through Trust Mediation.

Andi has strong links with South Africa and has been heavily involved in providing training to various organisations throughout the country. She is a Barrister of Lincoln's Inn and an Internationally Accredited Civil and Commercial Mediator.

**Martyn is a Mediator and the Chair of Bould Consulting Limited.**

He has extensive experience over the last 15 years in the Caribbean in all aspects of development and construction advice, appraisals, claims consulting, quantity surveying, cost and risk control, and management. He is responsible for the delivery of key projects with practical expertise in the development and project management of large, fast-track mixed use developments; his specialty being the analysis and management of risk in construction projects in the Caribbean and skilled in strategic problem solving of complex projects.



PRESENTERS  
AND ACTORS



**Orlando is a Barrister and associate member of Normanton Chambers.**

He specialises in legal and commercial aspects of media law, entertainment law and sports law, music and sports contracts, and copyright.

He represents prosecution and defence in relation to civil aspects of confiscation and money laundering. He is well-respected in criminal work.



**Andrea is a professional actress.**

She is known for her roles in *Secret Chambers - Tack För Maten!* (2019), *Virtual Terror* (1996) and BBCTV's *Doctors* and *EastEnders*.

**Dr James is a Consultant Anaesthetist and NHS Mediator.**

He helps individuals and teams work more effectively by changing the way they have conversations, resulting in healthier and more productive relationships. He is an accredited Workplace and Civil and Commercial Mediator and trains new mediators as a faculty member for The Society of Mediators.

He is also a Consultant Anaesthetist in a large university teaching hospital and has worked in the NHS for over 20 years.

During this time he has been Head of Department, Clinical Lead for Theatres and an Investigator for Professional Concerns and Misconduct.

He is also a Consultant Anaesthetist in a large university teaching hospital and has worked in the NHS for over 20 years. During this time he has been Head of Department, Clinical Lead for Theatres and an Investigator for Professional Concerns and Misconduct. He has undertaken extensive work, and spoken regionally and nationally, on patient safety and has spent time as Medical School lead for Patient Safety and Fitness to Practice.



**Stuart is a Solicitor and Family Mediator.**

He is a qualified mediator and is accredited for all issues by the Family Mediation Council. In 2018 he was awarded a National Mediation Award. He is a member of the College of Mediators and, until 2021, he was on the board of directors.

He delivers training on areas such as the LGBT+ family in the mediation room and the issues of the international family in mediation. He is an experienced immigration lawyer and works as a freelance consultant with a number of law firms in the UK and in Spain.

PRESENTERS  
AND ACTORS



**Steve is a Civil and Commercial Mediator.**

Until his recent retirement after 35 years service Steve was a Captain and Hydrographer for the Royal Navy. As well as his work following the Tsunami in 2005 which led to the award of his OBE, Steve was regularly engaged in resolving conflict within the MoD and NATO.

Steve has 12 years experience as a mediator starting mediating in 2007. He has been on the training staff since 2010.



He is a skilled mediator who has applied his skills internationally as well as in cross-border disputes. Back on home soil Steve puts his energies into voluntary work with the Society of Mediators, as a Justice of the Peace in Devon as well as spending as much of the time left over as possible tinkering with his beloved collection of classic cars.

Steve is an accredited Civil and Commercial Mediator, Trustee of both the Society of Mediators and the Free Mediation Project as well as a Justice of the Peace.

**Ann is a professional actress.**



She is known for her roles in British TV series *Hardware* (2003), *Holby City* (1999), *Blessed* (2005) and *The Bill* (1984-2010) and was cast in a recurring role in *Krypton* (2018). She appeared in Hollywood blockbuster *Wonder Woman* (2017).

**Doireann is a Barrister, Mediator and Author.**

Doireann's practice includes all areas of clinical negligence, with a particular focus on birth injuries, including those sustained by mothers, including third and fourth degree perineal tear injuries, and those sustained by babies including brain damage leading to cerebral palsy and developmental delay. Her personal mission has been to bring lawyers into closer contact with medical experts and to open up the channels of communication between the two professions through education and continuing professional development.



Her personal mission has been to bring lawyers into closer contact with medical experts and to open up the channels of communication between the two professions through education and continuing professional development. She is recognised for her work for charity and organizations aligned with causes close to her heart including spinal injuries, cancer and sudden cardiac arrest.

She is based in Dublin where she has developed a busy practice since her call to the Bar of Ireland in 2012, acting principally for claimants in clinical disputes. She was called to the Bar of England and Wales in 2018 and is a member of the Middle Temple. As of July 2021, Doireann is also an accredited mediator.

PRESENTERS  
AND ACTORS



**Ruby is a Solicitor, Accredited Civil and Commercial Mediator, Charity Worker and Ethics Specialist.**

Until Mid-2013 Ruby was a Partner at an International Law Firm specialising in International Law and Public Policy. She left to run her own consultancy advising on Business and Human Rights, Corporate Social Responsibility (CSR) and Sustainability Law. Having undertaken training as a mediator she quickly saw the synergy between this form of ADR and her other areas of work.



Ruby was involved in the Law Society research into Business Human Rights for the Legal Profession and initiated the Business Ethics Working Group in her role as Vice Chair of the Solicitor's International Human Rights Group.

She is an ethical vegan and spends much of her free time on charity work in Eritrea and on animal rights related issues. She is an integral part of the Free Mediation Project, a trustee of SoM and a director of RS Collaboration.



**Lord Strathcarron is a Mediator and UK Parliamentary ADR Committee Peer.**

Lord Strathcarron spent ten years in the Orient working for Time-Life as a freelance journalist and copywriter. In 1970, he founded the Japan Europa Press Agency in Tokyo and sold it in 2006.

He became a partner in Strathcarron & Company in 1974, and a founder and Director of Global Alliance Automotive Ltd, a transnational version of Strathcarron & Company in 1993.

In 1995, he founded Strathcarron Sports Cars plc, manufacturers of sports/racing cars and since 2006 he has been a trustee and director of the National Motor Museum in Beaulieu, Hampshire. He is Chairman and Commissioning Editor of Unicorn Publishing Group LLP, a cultural and military history publishing company, Chairman of Sophie Macpherson Ltd, a fine arts recruitment and consultancy company, and Chairman of Play Associates Ltd, an interior design company, and a director of Art World Alliance Ltd, a grouping of UK art industry companies. In 2018, he founded the transmedia production company Affable Media Ltd.

**Eleanor is a Mediator and a Trustee of the Society, assisting the faculty with our training courses.**

Eleanor's background is in immigration, having spent over three years working closely with migrants across the UK, France and South Africa. She builds on experience working with clients from across the world, focusing on the human side of disputes and taking much of her inspiration from Marshal Rosenberg's theory of Non-Violent Communication.

She has a keen interest in reframing imposter syndrome, failure and workplace identity.



She sits on the Executive Committee of Bridging the Bar, a charity which seeks to diversify the legal profession and has been collaborating with the Bar Council, Bar Standards Board and UK Supreme Court on developing training and reverse mentoring schemes to address these psychological barriers.

PRESENTERS  
AND ACTORS



### **Dr Towner is a Clinical Psychologist and Family Mediator.**

She is a successful internationally experienced negotiator and financier enjoying a second consultancy career in business psychology and mediation. She is also director of a substantial construction contractor working on major NHS and government projects. She has advised on investment strategy within the global emerging markets and engaged with the governments of various Asian states.



*Dr Tracey Towner*

Tracy also gained significant experience working in Asia, Africa and Europe and learned by study and hands-on time to understand the importance of cultural and language differences, particularly in the negotiation and dispute resolution fields.

Tracy combines strategic insight with creativity and works in close partnership with individuals, corporates and public sector organisations to provide practical ways of implementing behavioural change. She is passionate about how awareness and effective communication can enhance an adjudication outlook and decision-making.

Tracy became a well-known TV personality in a Channel Four series bringing a range of interventions to difficult situations.

### **Zoey is a Barrister at Normanton Chambers and a Civil and Commercial Mediator.**



*Zoey White*

Having originally trained as a mediator with Clerksroom in 2006, Zoey has over ten years experience of mediation and has trained mediators across the UK as well as South Africa, Spain and the Cayman Island for the past six years.

She was the First Honorary Secretary of the Society of Mediators and has played a key role in its charitable work and the development of the Free Mediation Project since its inception.

Outside of mediation, Zoey was called to the Bar in 2018 after well over a decade working with the Legal Expenses industry on all types of contentious work. Zoey specialises in Personal Injury and Clinical Negligence particularly those relating to children, non-recent abuse and the military. She also has a keen interest in Family and Children matters due to her judicial work in this area. Zoey is a Barrister of the Middle Temple, a Family Justice, an Internationally Accredited Civil and Commercial Mediator and a Graduate Member of the Institute of Legal Executives.

The Society has assembled a world-class group of trainers and educators for its training programme.

Unlike other mediation "schools", "colleges", or organisations who make the same or similar bold claims, all our trainers actually mediate regularly, and have many years of experience so doing. Our trainers are diverse, and have worked internationally to great acclaim. Not only that, but they deliver these intensive courses in a way that makes learning fun and interactive - just ask anyone who has attended!

They have seen and delivered mediation in different contexts, communities, and commercial settings. They have built successful practises and can draw on thousands of mediations when they teach. With that very real knowledge of what it is like, acting as a neutral between those in conflict, our students learn practical and pragmatic mediation.

The training is recognised and accredited worldwide, recognised by the CMC, the CI Arb and many other bodies. Our course leader co-founded the CMC and helped establish bodies in other countries. This exceptional pedigree offers you, or your organisation, the assurance of complete confidence and commercial competence. **It is mediation - for your future!**

PRESENTERS  
AND ACTORS



# THEY SAID WHAT?

**Professor  
Hugh Whitfield**  
...

"In December 2018 I attended a five day mediation course run by the Society of Mediators. We were a group of 15, small enough to be able to get to know each other quickly and to be taught both as a group and as individuals by each member of the team of eight experienced mediators that had been brought together by Jonathan Dingle, the barrister who founded the Society, to initiate us into the art of mediation.

"Members of the group came from diverse backgrounds. This was a great advantage because we could learn from each other how mediation could fit into many different areas of conflict and dispute. We all had opportunities to play the role of mediator and also to display our Thespian talents as participants in the carefully planned scenarios that demanded role play.

The course was hard work. Nine hour days, with just enough time for tea, coffee and a hasty lunch, were followed by two hours' of homework. Our teachers generated such enthusiasm and belief that we were buoyed up and motivated. We knew that we would be faced with an examination, part written and part practical, and this helped to focus our minds.

By the end of the week we were all convinced that whatever our background we would be ambassadors for mediation and we were all looking forward to gaining experience and bringing resolution to conflict situations.

I can recommend the course very strongly. The Society of Mediators has charitable status and this was reflected in the modest fee for the course."

"This is just to say thank you so much for inviting me to do the mediation course and for your time. I feel so much more competent for mediation than I did before. The structure of the course works so well and I can safely say it's the most fun I've ever had whilst learning. The group was wonderful and I suspect we'll keep in touch for many moons! I am going to get my observations done as soon as possible, especially now whilst I have more time and flexibility and I look forward to my first mediation."

**Former NHS  
Professional  
retrained as a  
mediator ...**

**Mr Petrus Lötter**  
...

"Informative, challenging and very well presented by an excellent group of presenters. Thank you and well done Jonathan, Steve and team."

"The perfect week of learning. I recommended this in the strongest possible terms to all NHS colleagues - whether in consultant, specialist, nursing or administrator roles. There is so much wisdom and the benefit is clear. The five days passed in a flash, guided by superb tutors, and rarely have I come away from any professional matter with such a smile and happy memories. I look forward to returning for more."

**NHS Consultant**  
...



THEY SAID WHAT?

**Adv Albert Mooij**  
...

*"The mediation course presented by Jonathan Dingle QC and team, is outstanding. It's well put together and presented by the London Society of Mediators, in collaboration both the AoA. We learned from the world's best. A great and very practical learning experience."*

**Mr Devis Cristin**  
...

*"Excellent learning experience, highly inter-active and great fun."*

**NHS Consultant**  
...

*"The perfect week of learning. I recommended this in the strongest possible terms to all NHS colleagues - whether in consultant, specialist, nursing or administrator roles. There is so much wisdom and the benefit is clear. The five days passed in a flash, guided by superb tutors, and rarely have I come away from any professional matter with such a smile and happy memories. I look forward to returning for more."*

**Senior barrister  
and part-time  
judge**  
...

*"Many thanks for an exceptional week. Not only did I learn everything I could wish about mediation, I learned about myself and a better way of being a barrister. I should have done this 20 years ago. I have been on all manner of courses, through my time at the Bar but this was head and shoulders above them all. It was also, remarkably, fun - inspired by the diverse and extraordinary faculty and the people with whom I shared the learning. I was also really impressed by the level of after course support that is available and the structured learning. 10/10."*





Website: [www.arbitrators.co.za/education/](http://www.arbitrators.co.za/education/)

Please send your enquiries to:

## **Rochelle Appleton**

General Manager

Association of Arbitrators (Southern Africa) NPC

Email: [rochelle@arbitrators.co.za](mailto:rochelle@arbitrators.co.za)

Tel.: **+27 11 884 9164**

### **NOTE:**

**Dates subject to  
pandemic travel  
regulations in  
RSA and UK.**

**ENQUIRIES**