



# EMS International Mediators' Training Program

In Collaboration with Essential Mediation Solutions (EMS), UK



August 25 - 29, 2025



Oil And Gas Training Institute  
(OGTI), Islamabad

# Program Overview

This comprehensive program is designed to elevate participants' mediation skills, building on foundational concepts to develop expertise in interest-based conflict resolution, effective communication, strategic questioning, and managing deadlocks. The course offers a hands-on, experiential learning experience, featuring realistic role-plays, complex mediation scenarios, and personalized coaching by experienced mediators. Participants will explore in-depth techniques for navigating challenging disputes, addressing diverse perspectives, and fostering collaborative solutions. By engaging in dynamic exercises and receiving tailored feedback, attendees will enhance their ability to mediate effectively across various contexts, including workplace, commercial, and cross-cultural settings. This program equips professionals with the tools and confidence needed to handle high-stakes mediation with professionalism and impact.



# Program Goals

**The International Mediators' Training Program is designed to empower participants with advanced techniques and practical expertise in conflict resolution. The program aims to:**

- 1) Enhance Mediation Proficiency:** Develop mastery in interest-based conflict resolution and effective communication, equipping participants to handle complex and high-stakes disputes with confidence.
- 2) Foster Strategic Problem-Solving:** Cultivate the ability to uncover underlying interests, manage power dynamics, and employ creative solutions to guide disputing parties toward collaborative outcomes.
- 3) Build Expertise in Deadlock Management:** Equip participants with tools and techniques to navigate challenging situations, break impasses, and maintain momentum in mediation sessions.
- 4) Promote Ethical Mediation Practices:** Instill a commitment to professionalism, impartiality, confidentiality, and procedural fairness to ensure adherence to global mediation standards.
- 5) Prepare for Real-World Application:** Provide hands-on experience through realistic role-plays, personalized feedback, and scenario-based learning, enabling participants to mediate effectively across workplace, commercial, and cross-cultural contexts.
- 6) Support Career Advancement:** Empower professionals from diverse backgrounds to achieve recognition in mediation and conflict resolution, enhancing their leadership and negotiation skills for impactful career growth.

# Learning Outcomes

**This comprehensive training program aims to:**

- ❖ Equip key stakeholders with Accredited Mediator credentials to manage internal and external disputes effectively.
- ❖ Integrate mediation as a structured Alternative Dispute Resolution (ADR) mechanism within HR and legal frameworks to enhance workplace conflict management.
- ❖ Reduce reliance on litigation, ensuring cost-effective and amicable conflict resolution.
- ❖ Strengthening conflict resolution and negotiation skills among professionals across various sectors to foster a more collaborative and effective working environment
- ❖ Align mediation and dispute resolution strategies with global best practices to enhance credibility and establish a reputation for innovation and excellence in conflict management progressive institution.



# Topics Covered

The program is highly interactive, with a strong emphasis on role-playing, simulations, and practical exercises. Each day progressively enhances participants' mediation skills, transitioning from foundational concepts to real-world application.

## Day 1: Foundations of Mediation

- Introduction to mediation theory, ethics, and principles.
- Understanding the mediation process: pre-mediation work, opening statements, and caucus sessions.
- Interactive exercises on active listening and rapport-building.

## Day 2: Conflict Analysis & Negotiation in Mediation

- Identifying positions and interests in disputes.
- Understanding negotiation dynamics and techniques.
- Simulated mediation exercises focusing on real-life disputes.

## Day 3: Solution-Oriented Mediation

- Generating creative solutions beyond litigation.
- Reality testing, workability, and finalizing agreements.

## Day 4: Practical Mediation Assessments

- Mock mediation practices with structured feedback.
- Preparation for assessments and final evaluation.

## Day 5: Final Assessments & Certification

- Practical assessments based on real-world mediation scenarios.
- Final feedback and certification process.
- Discussion on implementing mediation practices within various sectors.







# Ms. Emma McAndry

## Founder & Director, EMS

Emma McAndry is a highly accomplished mediator, trainer, and legal professional with over a decade of experience in civil, commercial, and workplace mediation. A Fellow of the Civil Mediation Council and a Legal 500 Leading Mediator (2022/23), she has successfully mediated over 100 cases and played a pivotal role in shaping mediation education and practice in the UK. Emma began her legal career as a commercial litigator before transitioning into mediation, recognizing its advantages over litigation. She founded and led the UCLan Centre for Mediation, developing accredited training programs and pioneering student mediation competitions.

Her expertise in mediation training has been recognized internationally, earning her multiple awards, including the National Mediation Awards' Mediation Trainer of the Year (2022/23) and Mediation Expert of the UK (2020-2022). With extensive experience in mediation education, Emma has designed and delivered accredited mediation training for professionals worldwide. She is the Founder and Director of Essential Mediation Solutions, providing high-quality training and professional development programs. Known for her engaging teaching style and practical approach, Emma continues to shape the future of mediation through her leadership, training, and hands-on dispute resolution expertise.

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## Organizational Background



Essential Mediation Solutions (EMS), founded and led by Emma McAndry, is a renowned mediation training organization based in the UK. EMS specializes in providing accredited mediation training for professionals in the civil, commercial, and workplace mediation sectors. The organization is committed to developing high-quality training programs that equip individuals with the practical and theoretical knowledge necessary to resolve disputes effectively and constructively.

Under Emma McAndry's leadership, EMS has grown into a respected institution in the mediation field. The organization is recognized for its innovative training approach, combining interactive learning with real-world applications. EMS utilizes role-playing, case studies, and live mediation simulations to ensure that participants not only gain an understanding of mediation theory but also develop the practical skills necessary for successful mediation in diverse settings.

EMS offers globally recognized accreditation, ensuring that their training programs align with international standards in mediation practice. The company's specialized courses cater to both beginners and seasoned professionals, focusing on building strong negotiation, conflict resolution, and mediation skills, while integrating ethical standards into the mediation process. EMS is widely trusted by organizations and legal professionals who seek to improve their dispute resolution capabilities.

As the Founder and Director, Emma McAndry has cultivated a reputation for excellence in mediation education. She has led EMS in delivering accredited training to professionals worldwide, contributing to the growth of mediation practice and advocacy. The organization's vision is to provide accessible, high-impact mediation training, while promoting the global expansion of mediation as a viable alternative to litigation.

# Training Details & Accreditation

**Duration:** 5 Days (40 Hours)

**Dates:** August 25 - 29, 2025

**Venue:** Oil And Gas Training Institute (OGTI), Islamabad

**Accreditation:** The training is accredited by the International Mediation Institute (IMI) and Civil Mediation Council (CMC) and aligns with Pakistan's ADR Accreditation Rules of 2023.



# Global & Local Career Prospects for Mediators

The demand for trained mediators is rapidly growing, both in Pakistan and internationally. Globally, mediation is widely recognized as a cost-effective alternative to litigation, with institutions such as the Singapore International Mediation Centre (SIMC), Malaysian International Mediation Center (MIMC), Qatar International Court and Dispute Resolution Centre (QICDRC) and IMI leading the field. The ratification of the Singapore Convention on Mediation further strengthens the role of mediation in cross-border commercial disputes.

In Pakistan, mediation is gaining momentum as an essential component of the judicial and business ecosystem. With the ADR Accreditation Rules of 2023, Court-Annexed Mediation Centers, Ministry of Law and Justice notified Private Mediation Centers and increasing corporate adoption of mediation, trained mediators are well-positioned for career growth in legal practice, corporate conflict resolution, and institutional ADR roles.

## Ideal Cases for Mediation

Mediation serves as an effective solution for a wide range of disputes, offering fair, efficient, and amicable resolutions while reducing the burden on the court system.



# Who Should Attend?

This training is designed for professionals across legal, corporate, and public sectors who are involved in managing, resolving, or advising on disputes. It is especially beneficial for:

- **Legal Professionals (Independent & In-House Counsel):** Ideal for lawyers seeking to broaden their dispute resolution toolkit beyond litigation. This includes independent practitioners, corporate legal teams, and law firm associates who regularly deal with contractual, regulatory, or institutional disputes.
- **Human Resource Professionals:** Those handling legal reform, workplace conflict, or employee grievances. Mediation offers a strategic tool to align with global ADR practices and resolve internal issues efficiently.
- **Judicial & Legal Development Practitioners:** Those involved in legal reform, access to justice initiatives, or overseeing court-annexed mediation systems who wish to align with international best practices in ADR.
- **Corporate Executives & Senior Management:** Leaders and decision-makers aiming to integrate mediation into workplace governance, team dynamics, and internal conflict resolution frameworks. The course supports a culture of early dispute resolution within organizations.
- **Government Officials & Policy Makers:** For professionals working in regulatory bodies, ministries, or public institutions seeking to incorporate mediation into administrative decision-making, public grievance redressal, and legislative frameworks.

## Additional Training Opportunity

In addition to the accredited mediator training, ADRIC and EMS offer a specialized **Mediation Representation/Advocacy Course** for legal teams and senior management.

This program focuses on:

### Training Outcomes

- How to effectively represent parties in mediation sessions.
- Negotiation strategies and dispute resolution techniques.
- Legal considerations and framework for mediation in Pakistan.
- Participants have the opportunity to earn IMI accreditation by completing an additional online session and assessment, available for a fee of £75 GBP.

**Duration:** 2 days (for those new to mediation) or 1 day (for experienced professionals).

**Customization:** Can be adapted to include mediation case law(s) relevant to Pakistan.

## Program Fee

PKR 350,000 (plus 5% SST)

**Early Bird Discount**

PKR 280,000 (plus 5% SST)

**Deadline: August 10, 2025**

**Group Rate (Group of Four Members)**

PKR 297,500 (plus 5% SST) per head

**Assessment Charges: GBP 100**

Payable post-certification upon opting for EMS-accredited certificate.

Training key stakeholders will facilitate the seamless integration of mediation practices across the organization, enhancing dispute resolution efficiency and contributing to stronger socio-economic outcomes across all sectors.

## Contact us



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