

Certificate in Internal Workplace Mediation

Learn how to confidently deal with disagreements at work, before they become bigger and more costly disputes.

The Certificate in Internal Workplace Mediation (CIWM) is a 5-day, accredited training course from Acas. We've trained over 4,000 internal workplace mediators, with a course based on our unique experience as the experts in resolving disputes and managing conflict at work.

How mediation training can help your organisation

Conflict at work can happen in any organisation. If you do not deal with disagreements early, they can lead to resignations, dismissals and sickness absence. Conflict costs UK employers £28.5 billion each year – an average of over £1,000 for every employee.

Mediation is a way to mend relationships when there is a disagreement at work. It can be used early, in any organisation. By training your staff to be internal workplace mediators, you can reduce stress, avoid more formal processes, and save money.

"It's really helped us to become more efficient and effective overall as an organisation, because it's helped reduce sickness [and] increase productivity."

What our course offers

The CIWM trains people managers, team leaders and employee representatives to make a positive difference at work. We'll teach you new personal skills and practical techniques that can help your organisation and your career.

Our expert trainers deliver the 5-day course either in person or remotely. You'll learn through role plays and discussions:

- what causes conflict at work
- how to identify issues before they become bigger problems
- when and how to take action
- what to do in difficult situations
- how to encourage people to take part in mediation

We'll assess you through written and practical work.

"It was five days of quite rigorous training, but it didn't feel like long days. We were left almost wanting more."


Cost and certification

The course costs:

- £2,350 per person for online courses
- £2,425 per person for face-to-face courses

Everyone who takes the course will receive a certificate of attendance. Those who successfully pass the course will be awarded the Certificate in Internal Workplace Mediation.

The CIWM is accredited by NCFE, a nationally-recognised awarding organisation. This means the course is checked and meets a consistent standard.



"As soon as we mention to our staff that our mediators have been trained via Acas, there's an immediate recognition of that quality."


Request a place

To request a place or to find out more:

- [view our upcoming dates](#)
- [contact the Acas Training and Customer Services team](#)

If your organisation has a number of people to train, we can tailor the course to your needs and deliver it within your organisation.

Note: The CIWM is not designed to train people to become external or freelance mediators. It's for staff at all levels who want to help solve disagreements within their organisation.



"I chose Acas because they're a renowned organisation, and I knew that the training that they would give me would be the best I could receive. And I feel it has been."

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