

# Training offer

for Families First workers



Workforce development  
*Stronger together*

## Herts Young Homeless (HYH) Mediation Services





8 February 2017  
13.30-16.30  
HDC, Stevenage

28<sup>th</sup> February 2017  
09.30-12.30  
Otley Family Centre,  
Watford

**Target Audience:** Families First Front Line Workers

**Aim:** An introduction into HYH mediation service, specifically focusing on engaging families at the earliest point of when the conflict starts.

**Learning Outcomes:** By the end of the course, delegates will be able to:

-  Identify what is mediation.
-  Identify the importance of communication skills when engaging families.
-  An understanding of the importance of families being 'mediation ready'.
-  An understanding of conflict styles and communication blockers.

## Please book via ESS

For any enquiries and for non-HCC staff, please email  
[workforcedevelopment.familiesfirst@hertfordshire.gov.uk](mailto:workforcedevelopment.familiesfirst@hertfordshire.gov.uk)

[www.hertfordshire.gov.uk/familiesfirst](http://www.hertfordshire.gov.uk/familiesfirst)