



Training Overview

Hi, we are Hanna and Vitalii, and we would like to introduce Bring Together and the importance of peaceful conflict resolution and building trustful relationships.



About Bring Together

In 2022 Hanna Dushkova and Vitalii Diakov launched the Ukrainians Together initiative to support Ukrainians in Scotland with education sessions on well-being and integration. After graduating from Social Enterprise Academy Scotland they started a social enterprise, Bring Together Ltd, to drive social change in conflict transformation and using peaceful ways of communication and support refugees, young people and organisations.

As a social enterprise, Bring Together offers consultancy and training services to aid the local community and organisations, drawing on our expertise and firsthand understanding of conflict resolution and its impact on our well-being and the economy.

Our main activities are focused on:

- Training: Transform Challenges into Opportunities for Growth and Development
- Consultancy / Community Learning / Conflict Coaching
- Mediation: Facilitating Dispute Resolution

Please visit the website www.bringtogether.uk

Follow us on LinkedIn (<https://www.linkedin.com/company/bring-together-ltd/>).

Our Team

Hanna Dushkova, originally a lawyer from Odesa, became an accredited mediator with the Deutch Anwalt Academy in 2018. She is a registered mediator in Scotland and a Board Member of the Scottish Mediation. Hanna worked in the private and third sectors, focusing on legal services and promoting the benefits of mediation. At Bring Together, Hanna is a trainer and a coach who leads workshops for communities, professionals, and businesses.

LinkedIn Profile (<https://www.linkedin.com/in/hanna-dushkova-b462811b3/>)

Vitalii Diakov is an advocate from Odesa, he worked across the country supporting organisations and clients in settling all types of disputes and legal cases. He is an accredited mediator with St Andrews University and the Scottish Mediation. Vitalii volunteers as a mediator with the Mediation Service at Citizen Advice Edinburgh and as a person with lived experience at the Scottish Refugee Council. At Bring Together Ltd, Vitalii is responsible for project management and fundraising.

LinkedIn Profile (<https://www.linkedin.com/in/vitalii-diakov/>)

What Do We Offer

Our approach is rooted in practical and actionable techniques aligned with the values of lived experience, justice, and partnership building. We are confident that our training will equip organisations and their team with the tools necessary to navigate the complexities of their work more effectively. Bring Together offers in-person and online workshops on the following topics:

Conflict Management

Recognizing the causes and dynamics of conflict, addressing needs and interests, and creating a negotiating strategy.

- *The definition of the conflict*
- *Behavioural styles and first response*
- *Reasons and ways of resolving*
- *Structure of the conflict*
- *Perceptions and assumptions*
- *Defining styles in the conflict*

Non-Violent Communication

Methods for handling difficult conversations, applying listening skills, and facilitating win-win outcomes.

- *Non-violent approach*
- *5 choices of communication*
- *Mediation. Principles and process*
- *Interests and needs*
- *Escalation of the conflict*
- *Reframe difficult conversations*

Emotional Intelligence

Developing stress resilience and empathy, as well as understanding other people's emotions and motivation.

- *How brain works*
- *Elements of Emotional Intelligence*
- *Self-awareness*
- *Building emotional resilience*
- *Emotions and needs*
- *Defining Emotional Coefficient*

Cultural Differences

How to build cross-cultural connections and examine different cultural behavioural patterns and strategies.

- *Definition of culture*
- *Culture and behaviour strategies*
- *Citizenship*
- *Intercultural dialogue*
- *Explore and compare cultures*
- *Curiosity*

Customised Content:

Our programs are meticulously tailored to meet the specific needs of the audience. We offer a free consultation to explore your needs, areas for potential improvements and typical scenarios of difficult conversations. We provide CPD certificates upon completion of the training.

Sharing Mediation Expertise:

We bring a wealth of our lived experience and successful cases. We established the social business in Scotland from scratch to bring a peaceful approach to conflict resolution.

Flexible Delivery Methods:

We offer lunch & learn sessions, ½ day and full-day training courses to accommodate organisation scheduling and location preferences. Training is suitable for groups of up to 20. Our workshops are designed to be participatory, ensuring attendees learn and apply their new skills.

Typical Session Flow (Mediation Skills Training):

1. **Introduction and Ground Rules:** Establishing mutual respect, confidentiality, timing, and creating a safe environment.
2. **Theoretical Explanation:** Introducing key concepts related to conflict and communication styles.
3. **Interactive Practical Exercises:** Participants engage in reflective and communication exercises and role-play activities based on realistic scenarios.
4. **Mediation and Conflict Resolution Techniques:** Demonstrations and practice in mediation skills, including asking powerful questions, non-violent principles and facilitating dialogue to explore underlying interests and needs.
5. **Real-Life Scenarios and Role Plays:** Applying learned skills through mediating case scenarios and crafting agreements for win-win solutions.
6. **Showcasing Learned Skills and Debriefing:** Reflection on experiences, sharing feedback, and reinforcing learning outcomes.

Our Previous Training Courses

Workshop Conflict Management in the Workplace ([Dundee and Angus Chamber of Commerce](#)), January and April 2024.

The workshop will help participants understand the nature of conflicts, apply effective communication techniques, and foster a culture of open communication within their organizations. Here is some feedback from participants of two workshops: *‘A very interesting overview of conflict dynamics and the importance of mediation, and very useful theoretical tools and references’. ‘This has given me useful guidance to pass onto my clients in order to deal with conflict in a healthy way.’*

Workshop 'Building Bridges: Ukrainian and Scottish Cultures' ([Linkedin Post](#)), June 2024.

Together with Stirling Council and Police Scotland Forth Valley, we had a vibrant and collaborative workshop to talk about cultural differences, the effects of war on displaced people, the difficulties of integrating into a new country and providing necessary support to the community. Here is some feedback from participants: *'This input was very insightful. It hit the nail on the head that communication is what is needed to help reduce barriers and solve problems. The topics on different cultures helped delve into this and helped see the world through a different national perspective.'*

Online Training on Mediation Skills ([LinkedIn Post](#)), December 2024.

This training was delivered to London-based charity 'Refugee Action' and was focused on fostering team cohesion, developing conflict management skills and emotional awareness, and strengthening relationship-building capacities, all within the unique context of the refugee and asylum support sector. Based on the case scenario, participants were able to discuss the common issues in the workplace and create approaches to effectively address them. Mohamed Omar, a Head of EbE & Partnerships *'Amazing to have you at Refugee Action! Enjoyed learning and reflecting with you & colleagues on conflict management'*. Maria Gribenyuk, a Trainee Programme Officer *'I'd also like to express my appreciation to Vitalii Diakov and Hanna Dushkova for being such amazing partners in this project. Your expertise and passion truly made a difference.'*

'Supporting Ukrainian Refugees' two full-day programme for the resettlement and housing teams of the Aberdeen City Council, March 2023.

Our collaboration with local authorities is a testament to our dedication to supporting the resettlement of displaced people and strengthening the existing support systems that foster their integration. This programme was designed to improve the key areas of understanding the trauma, managing difficult conversations, and navigating communication and cultural issues. Participants' Quotes after the course: *"Very good mix of materials, interactive experience and kept the audience interested and engaged", "We 100% satisfied with the training and delivery"*.

'Basic Mediation Skills' half-day workshop for the staff, refugee leaders and volunteers of the Scottish Refugee Council, February, March and June 2023.

In collaboration with the umbrella mediation organisation 'Scottish Mediation', we delivered a series of workshops on basic mediation skills for staff, refugee leaders and volunteers in Dundee and Glasgow. The workshop was designed to explore the nature and reasons for the conflicts and offer practical strategies and techniques on how to manage disagreements most effectively. It was very important to hear the feedback from the refugee communities about mediation: *"Hanna and Vitalii provided a very informative, engaging workshop and I'm sure everyone there took a lot from it", "As I'm working with the community, it was great opportunity for me to understand how to sort out the conflict, especially not to advise and be a good listener"*.

**Get in touch and book a free call to explore our options and offers
info@bringtogether.uk**