

MEDIATION SKILLS WORKSHOP

Course Overview:

A one day course looking at managing conflict in the workplace, this course has been designed for all employees who need to take on the role of mediator/facilitator, enabling them to develop the skills necessary to mediate workplace disputes and improve poor working relations.

Who will benefit from the course?

All employees who are required to undertake the role of mediation within the workplace.

Welcome and Introductions

- Aim and Objectives for the day
- Individual and Group Objectives

What is Mediation?

- Understanding Conflict
- When is Mediation useful?
- Styles of Mediation

The Mediation Process – A Model

- A Structured Approach to Mediation
- Informal and Formal Mediation
- Collecting and Analysing Background Information

Specific Communication Skills for Mediation

- Uncovering Hidden Interests and Motivations
- Building Trust and Cooperation

Controlling the Mediation Process

- Setting the Scene
- Establishing Boundaries and Confidentiality
- Handling Emotional Responses

Case Studies/Group Discussion

- Mediation and Current Working Practices

Action Plans

- Personal Action Plans

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