

Mediating conflict

Accepting differences
Resolving disputes



Who should attend?



Whether you are looking to equip people with what is increasingly becoming an essential management skill set or you're aiming to build a team of internal mediators who can be called on as required; this mediating workplace conflict course can work for you.

During the course participants are fully immersed in realistic and relevant conflict scenarios, ones that they will recognise from their own workplace. They then work through the mediation process recommended by both ACAS and the CIPD using a range of tools and techniques and honing the essential skills needed to effectively mediate.

Key Topics:

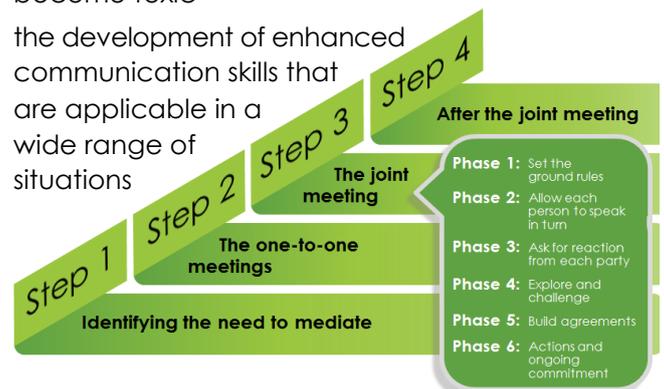
By the end of the course participants will:

- have explored what causes and sustains conflict and the behaviours displayed by those involved
- understand, and be able to apply, key areas of theory relating to behavioural drivers and the role of perception and interpretation
- understand, and be able to apply, the 4 Step mediation process recognised by both ACAS and CIPD
- have explored and practiced a range of tools and techniques in simulated scenarios that realistically portray the types of conflicts they will be looking to resolve back in the workplace
- be able to use mediation as both a formal Alternative Dispute Resolution (ADR) method and a general management technique

Key Benefits:

The transferable benefits of this course are:

- having the confidence, skills and tools necessary to actively intervene to resolve workplace disputes
- the ability to use the tools and techniques as part of general management practice so as to intervene at the early stages, before the situation turns really problematic and relationships become toxic
- the development of enhanced communication skills that are applicable in a wide range of situations



Drama-based Training

Delegate experience

"I couldn't believe it when the actor started crying. It was really difficult but I stuck with it and got the outcome needed"

If "classroom learning" is not effectively transferred the benefits are never realised and, in this instance, the workplace conflict that is starting to impact morale and performance remains. To ensure participants can take what they learn and effectively apply the knowledge and skills they develop the course blends conflict resolution expertise with professional acting to ensure the experience is both technically sound and authentic.