

# Mediating conflict

Breaking stalemates  
Building bridges



## Who should attend?



Specifically designed for HR/OD professionals; designated internal Mediators and those who are looking to develop expertise in conflict resolution, this high impact 2-day course gives you necessary the structure, tools and confidence.

During the course you are fully immersed in realistic and relevant conflict scenarios, ones that you will recognise from your own workplace. Then you'll 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 intervene in workplace disputes and catalyse and facilitate sustainable solutions.

## Key Topics:

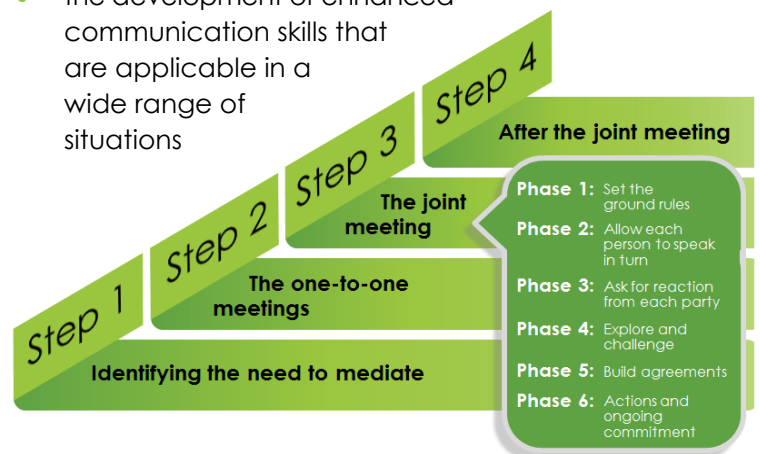
### By the end of the course you will:

- 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 been immersed in simulated scenarios that realistically portray the types of conflicts you will encounter and explored and practiced the tools and techniques needed to resolve conflict 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 becomes problematic and relationships turns 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 on 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 drama-based learning to ensure the experience is both technically sound and authentic.

## Pre-Course

Each participant is sent a copy of the Mediation Pocketbook as pre-course reading. Written by Richard Boardman and Audrey Macnaughton from 2macs, the Pocketbook explains the underpinning concepts and theory around which the course is based as well as describing the tools, techniques and approaches used in the programme. Familiarity with these ideas means people 'land running' and more time can be dedicated over the two days to developing and practicing the skills necessary to mediate in practice.



## Day 1

am

### Key Content

- The nature of workplace conflict
- Behavioural drivers; what creates and sustains conflict behaviours
- Key theoretical concepts; perception, interpretation, attribution and identity.

pm

### Key Content

- Living Case Study. A powerful drama-based session using forum theatre techniques, where delegates observe a scene involving two characters embroiled in a typical workplace conflict. They then work with the characters to help them find ways of communicating and acting with one another that are effective and defuse conflict.

### Purpose & Outcomes

This session provides the foundations upon which the rest of the course is built. Delegates are given a lens through which they can consider the Living Case Study that follows. They are also given the logic that underpins the tools and techniques covered on Day 2.

## Day 2

am

### Key Content

- The Mediation process. What the key steps are and how they support conflict resolution
- Tools and techniques. What they are, how they work and when to deploy them
- Mediators key "do's & don'ts"
- Case Studies and scenarios. Delegates develop strategies for mediated interventions.

### Purpose & Outcomes

Day 2 is about active intervention with the aim of resolving a conflict such that the people concerned, under their own volition, can as a minimum work together and breathe the same air without all hell breaking loose. This session covers the theory of how this is done and concludes with a series of "thought exercises" where participants describe their strategies and approach for dealing with a range of conflict scenarios.

pm

### Key Content

- Snapshots. An immersive drama-based exercise where participants get the opportunity to work with the characters and situations they find most challenging.

### Purpose & Outcomes

The course is about getting people to mediate. To this point they have developed strategies and approaches – this session focuses on whether they can apply the tools and techniques and actually do it in reality.

## Pricing

**£500 + VAT per person including ongoing telephone support.**

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### Delegate experience

"I felt energised and invigorated by it. We all wanted to come back from the course and do some mediation. People are eager to start applying what they've learned."



**Macnaughton  
McGregor**

Training Learning Impact