

'MEDIATION & CONFLICT' RESOLUTION SKILLS FOR MANAGERS'

IN-HOUSE TRAINING COURSE – 2 DAYS from Professional Mediation Resolutions Ltd

Who For?

This 2 day training is suitable for all levels of staff within organisations such as:

- Directors
- Managers
- Team Leaders
- Supervisors
- Trainers
- Personnel
- Human Resources
- Harassment & Diversity Support Advisors
- Investigators
- Counselling or welfare staff
- Complaints Officers
- Employee Representatives
- Anyone in your organisation who has to deal with people

'one of the best and most useful skills trainings I have ever done....'

Personnel Manager, Science Research Organisation

'a rich blend of both theory and practical every day conflict resolution skills...'

Senior Manager, NHS Trust

PMR Ltd

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CMCRegistered
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Details and Content

This is a very popular and high quality in-house skills training course expertly designed and developed by PMR Ltd for anyone who manages people or has to deal with interpersonal conflicts or employee differences or user/customer complaints in an organisation, and contains a high level of information and practical skills training.

This course is suitable for anyone, at any level, who manages people and needs to have good skills training in order to know how to defuse every day conflicts disputes so that they do not escalate into more damaging disputes or formal complaints. The interactive communication skills training of this programme will automatically improve and build on participants ability to professionally manage every day conflicts and differences more effectively and to know 'when and when not' to refer on to more formal workplace mediation.

Up to 30% of a managers time can be taken up with resolving differences between staff or customers. The benefits of this kind of training are many, not only in terms of an understanding of workplace mediation and how best to use it, but also by providing highly practical and effective communication techniques which can be used in all aspects of every day professional work life.

PMR TRAINERS have all completed the OCN accredited Certificate in 'Mediation in the Workplace', have years of practical experience in carrying out workplace mediations and have expertise in relationship building and diversity issues and abide by the European Code of Practice for Mediators.

Prevent conflict escalating into long drawn out complaints – give your staff the mediation skills to resolve disputes quickly at an early stage....



'according to the CIPD, employers whose staff are trained in mediation techniques have 50% fewer employment tribunal claims....'

2 Day Course Outline Content:

Day One

Session One - CONFLICT & CONFLICT RESPONSES

- What is conflict?
- Exercise: Words and associations with conflict.
- Conflict – negative and positive.
- Why dealing with conflict can be so difficult.
- Exercise: Understanding your own personal response to conflict: Passive/Flight/Fight/Assertive.
- How organisations respond to conflict.

Session Two - WHY MEDIATION STANDS OUT AS A DISPUTE RESOLUTION METHOD

- Exercise: How mediation differs from other dispute resolution methods i.e. How mediation stands out and is different from arbitration, conciliation or litigation.
- When mediation is appropriate to use and when not.

Session Three - WHAT IS WORKPLACE MEDIATION AND HOW BEST CAN IT BE USED IN YOUR ORGANISATION (using the PMR DVD and viewing a mediation for a complaint of bullying)

- Understanding what workplace mediation is and its definition
- Explanation of the PMR “Six Step Structure of Mediation” – the reason why 85% of mediations are successful.
- The main principles of mediation.
- Case studies of mediation – examples of how it can be used.
- How workplace mediation can best be used within organisations and within personnel policies.

Session Four - CONFLICT RESOLUTION AND WIN/WIN PROBLEM SOLVING

- The concept of win/win in mediation.
- How to help people get “most of what they want, most of the time”
- The model of interests/needs/positions and getting to “common ground”
- Moving people from their “rigid positions” to mutual win/win solutions

Day Two

Session Five - ACTIVE LISTENING SKILLS FOR CONFLICT RESOLUTION

- Exercise: Active listening skills exercises
- How “good attention” equals “good communication”
- What are the affects of being listened to...
- Listening and summarising back the key issues

Session Six - EVERYDAY CONFLICT RESOLUTION – GETTING TO THE UNDERLYING ISSUES FAST

- Exercise: Skills to ‘reframe’ negative or inflammatory language.
- Skills to get the main issues and ignore what is not relevant.
- How to acknowledge what someone is saying without agreeing with them, how to remain professional and not collude.

Session Seven - THE “BRIEF MEDIATION”™ MODEL AS AN EFFECTIVE CONFLICT INTERVENTION TOOL FOR EVERY DAY DISPUTES AND CONFLICTS

- Exercise: Role plays of the PMR “Brief Mediation™” conflict intervention for people in conflict with each other in an every day work context.
- Skills and strategies to defuse anger or aggression in person or on the phone.
- The overall benefits of mediation and conflict resolution.

Session Eight – USEFUL TAKEAWAYS FROM THIS 2 DAY TRAINING

Completing, appreciations and learning points. In this final part the Trainer will also answer any questions that are left and encourage participants to clarify what – from the two days – they will be bringing back to their organisation.

Recommended Course reading:

“The Essential Guide to Workplace Mediation & Conflict Resolution”

by Nora Doherty & M. Guyler
Kogan Page 2008



which you can order directly from our web page www.workplacemediation.co.uk at **10% discount**

TRAINING METHODS

practical relevant exercises and role-plays to teach new communication skills in a participative, supportive and enjoyable atmosphere in which all participants are treated with equality and respect
course participants will be encouraged to use scenarios for role-play from their own work experience

NEWS - SPECIAL OFFER

Do you want to train your staff to carry out workplace mediations?

Then they will need to complete the six day OCN Certificate course ‘Mediation in the Workplace’

FREE residential costs

FREE ensuite room, breakfast/ lunch/ evening meal on PMR’s next residential course in Derbyshire, UK



Next course: 9-11 May & 13-15th June 2012
(you pay course fee only of £800 per unit....)

BOOK NOW [via our web page](#)
the best value and lowest cost course of its kind...

New accredited course in Venice, Italy

5-day intensive- one off
(non residential)

OCN Certificate ‘Mediation in the Workplace’



March 26-30th 2012

Tutor: Nora Doherty

E-mail us if interested

In-House Training Costs

Number of participants: 6 - 12 delegates = 1 Trainer
max 18 delegates = 2 Trainers

**Example: Total Trainer Costs for this 2 day course:
2 days with 1 Trainer No. of Course Delegates: 12 max
@ £1200 per day = Total only £2,400.00**
plus vat and trainers direct expenses

Excellent value

Training venue: As this is an in-house course, organising the training venue will be your responsibility.

Comprehensive Handouts the Handout Originals will be emailed to you so you can photocopy them for the course (*or we will copy them for you for an additional £100*)

Room Requirements: a large training room, a circle of chairs for participants with flipchart/pens at the front, and one table for the handouts. And one or two smaller 'break out' room for role-plays. TV/ DVD is needed for the afternoon of Day One. Please make sure the training room is clear of any unwanted tables or other furniture so we just have a circle of chairs to allow space for skills exercises and role-plays.

Timing of training day: usually 9.15am – 5pm with one hour for lunch (let us know what timing suits you best).

Refreshments: Water in room, Tea/coffee on arrival 9am (if possible), and usual times of 11am and 3pm. Provision of lunch is up to you.

Confirmation of acceptance of our terms (including our cancellation terms) and the training dates must be put in writing from you on your organisations 'letterhead' and posted to us as this forms the contract between us.

Please e-mail or post us directions/ map to the training venue.

Cancellations: due to the high demand for this training, our cancellation policy is 21 working days, after which the trainers day fee and any unredeemable expenses will be charged.

Copyright: All our courses are the copyright of PMR Ltd and no course material or handouts can be used or copied without prior permission.

Please note: This course is an excellent training, giving both information about what workplace mediation is as well as some of the most useful and up to date skills to resolve every day conflicts within the workplace, but it is **not sufficient training for those who will be expected to carry out 'formal' workplace mediation such as for grievance or bullying complaints within Personnel Policies.** It will give participants the skills to better manage and resolve 'every day' conflicts so that they do not escalate, as well as understanding their limits and knowing when to refer on to experienced internal or external mediators. **The course we provide for training people to be workplace mediators is the six-day OCN Certificate Units 1 & 2 training, accredited by the OCN** and offered by PMR as both public and in-house courses. Just ask us for details and costs if this is what you require.

PMR IN-HOUSE TRAINING COURSES

We can provide excellent skills training courses for your staff and can adapt courses according to your own particular needs. If the course you want is not on this list – then please ask us by phoning or e-mailing. One of our highly experienced Trainers will come to your venue anywhere in the UK or worldwide and run professional training courses such as:

OCN accredited Certificate in 'Mediation in the Workplace'TM

Units 1 & 2 (of 3 days each) – 6 days in all

- *to train staff in-house at your premises to carry out formal workplace mediations often as part of personnel policies or an organisations own 'internal' mediation service. If you only have a small number of staff needing this training (i.e. 6 and under) then it might be more cost effective for you to book them onto one of our public courses and submit the booking form via our web page www.workplacemediation.co.uk (we give 15% discount for bookings of 3 or more on our public courses)*

OCN accredited Certificate Unit 3 'Workplace Mediation with Teams'TM

- **3 days** (an advanced training for those who have completed Units 1 & 2)

'Mediation & Conflict Resolution Skills Training for Managers'

- **2 days** (for managers, staff and personnel at all levels, the most popular of our in-house training courses)

'Supervision Skills for Mediators' - 2 days

'Effective Communication & Listening Skills' – 1 or 2 days

(for staff, managers, team leaders or harassment support officers)

'Introduction to Workplace Mediation and how it can be used within organisations' – 1 day

(an excellent introduction or day workshop for your staff)

'Skills to Handle Aggression and Anger' - 2 days

(conflict resolution skills and how to de-escalate aggressive or difficult situations)

'Equality & Diversity Training' – 2 days

'Authentic Leadership Skills' – 2 days

'Coaching Skills for Managers' – 2 days

'Positive Stress Management' – 1 or 2 days

PMR Ltd

UK leaders in mediation development and twenty years of experience in providing high quality mediation services and conflict resolution skills training to a wide range of both private and public organisations.

What to do next – just contact us to arrange for us to do this 2 day training for you and the dates you would like:

E-Mail: workplacemediation@googlemail.com

Tel: 01626 776857

www.workplacemediation.co.uk

***print these details off or email to
anyone else who may be interested....***

