

'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

workplacemediation@googlemail.com

www.workplacemediation.co.uk

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 TRAINER ROBERT STILL FCIPD, FIC has completed the OCN accredited Certificate in 'Mediation in the Workplace', has practical experience in carrying out workplace mediations, has twenty years expertise in HR consultancy and relationship building and diversity issues and abides 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 encourage participants to clarify what – from the two days – they have learnt and what they will be bringing back to their organisation.



In-House Training

Contact PMR directly on workplacemediation@googlemail.com for any queries (giving number of staff to be trained) or for you to receive the full costings.

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

5 day residential Intensive the OCN Certificate course ‘Mediation in the Workplace’ Units 1 & 2 together
FREE residential costs
FREE ensuite room, breakfast/ lunch/ evening meal on [PMR’s next residential course Woodland Grange Conference Centre, Leamington Spa, UK](#) 4 star



17, 18, 19th June 2015
(you pay course fee only of £1700 no vat)

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

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
Amazon Books on Internet**

This 2 day training is an excellent skills training to inform managers what workplace mediation is and to give them the every day skills to handle conflict effectively. **Please note that if you want your staff to be able to carry out workplace mediations then they need to complete the six day OCN accredited Certificate course** which they can do in-house (ask Robert for details) or they can book on one