

Workshop

Managing mediation in the workplace



Who should attend?

Anyone with people management responsibility, who would like to gain greater knowledge about managing mediation in the workplace and understand how to resolve issues informally.

Courses are designed for up to 12 delegates and can be delivered in-person or remotely.

Course modules

Mediation - what is it, why is it important, and what are the benefits?

Behaviours - what does a good mediator look like?

Conflict - stages of conflict and when to use mediation

Course objectives

- Provide an overview of mediation and the key principles
- Build capability and skills of managers supporting an information resolution process
- Transfer learning using practical case studies and scenarios

Structure - the mediation and roles/ responsibilities

Practical case studies - group exercise to plan, deliver and review real-life HR scenarios

What will you learn?

- Understanding the commercial and cultural benefits of effective workplace mediation
- How to have constructive conversations, building confidence and improving your core behaviour and knowledge around information issue resolution
- How to manage a structured mediation process
- Understanding the roles and behaviours of stakeholders in a mediation process
- Greater awareness of mediator styles and skills
- The importance of confidentiality and impartiality