

MANAGING MEDIATION IN THE WORKPLACE

Workshop: Mediation



COURSE DURATION	One-day course
COURSE LEADERS	Pat Ashworth , Director of Learning Solutions, Mark Saul and Helen Moran , Senior HR Advisers.
PRICING	Course prices vary according to duration and number of workshops required. Please contact us for a quote.

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.

COURSE OBJECTIVES

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

COURSE MODULES

- **Mediation** – what is it, why it's important and benefits?
- **Behaviours** – what does a good mediator look like?
- **Conflict** – stages of conflict and when to use mediation
- **Structure** – the mediation process and roles/responsibilities
- **Practical case studies** – group exercise to plan, deliver and review real-life HR scenarios