

# € TRAINING

Workplace Mediation and Conflict Resolution  
Skills





# Workplace Mediation and Conflict Resolution Skills

## Introduction:

This training program equips participants with the knowledge and techniques necessary to effectively resolve conflicts in professional settings. It empowers individuals to foster constructive dialogue, mitigate tensions, and promote a harmonious work environment.

## Program Objectives:

At the end of this program, the participants will be able to:

- Gain a comprehensive understanding of workplace mediation theory, practice, and methods.
- Apply a proven model of effective workplace mediation.
- Interpret cultural differences that impact the mediation process.
- Enhance their skills in core mediation practices tailored for workplace conflict resolution.
- Effectively address blockages encountered in the mediation process.
- Understand the fundamentals of reaching and formalizing mediation agreements.
- Gain self-awareness regarding their own abilities and limitations when conducting workplace mediation sessions.

## Targeted Audience:

- Managers.
- Supervisors.
- Team Leaders.
- HR Professionals.
- Employees who want to get new skills to improve their career.

## Program Outlines:

### Unit 1:

#### Introduction to Mediation Theory & Practice:

- Models of mediation.
- The workplace mediation process, When mediation works – and when it doesn't.
- Case study: Intervention.
- The Mediator's role, and Limitations of the role.
- How mediation differs from other intervention.

## Unit 2:

### Understanding Conflict & Negotiation:

- Introducing conflict theory.
- Thomas-Killman Conflict Mode Instrument TKI.
- Conflict Handling Modes, Resolving Conflict.
- Elements of Negotiation, Introduction to Reframing Techniques, and Stages of Negotiation.
- The Coleman Raider "Bare-Bones" Model.
- Possible Negotiation Outcomes.

## Unit 3:

### Elements of Workplace Mediation:

- The 7-step "Eastburn" framework for effective workplace mediation.
- Introducing Role play methods.
- Case Study Discussion.
- Caucusing Role Play, Mediation Role Play.
- Feedback and discussion on role-plays.
- Impartiality.

## Unit 4:

### Effectiveness of Workplace Mediation:

- Joint or Co-Mediation.
- Mediators at Work.

- Icebergs and elephants.
- Extensive Co-Mediation Role Plays.
- Politics of Discourse.
- Extended role-plays debriefing.
- Blockages - moving disputants forward.

## Unit 5:

### Reaching Agreements & Mediation Ethics:

- Reaching and formalizing agreements.
- Agreements Role Plays.
- Follow-Up.
- Ethical framework for practice.
- Ongoing professional development.