

COURSE INFORMATION

Course Title

Mediation Skills for Managers

Course Date and Location

13 June 2017, Cardiff

Overview

A one day course on how to use mediation skills and techniques to positively resolve conflict and to enhance management and leadership skills.

This course covers the causes of workplace conflict, understanding conflict resolution options, an overview of the mediation process and skills required and how to apply day to day. Delegates will receive a free copy of [*The Managers Guide to Mediating Conflict by*](#) Alison Love.

Learning Objectives

By the end of the course you will:

1. Understand how and why conflict arises in the workplace.
2. Understand the conflict resolution options and how mediation works.
3. Gain an appreciation and understanding of the skills required.
4. Understand how to put the skills into practice in day to day management.

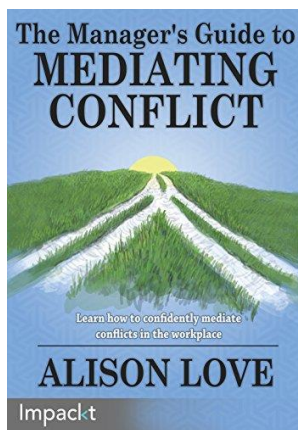
Course Content

1. Introduction
2. Conflict resolution options
3. An overview of the mediation process; how it differs from other processes
4. Mediator skill set
5. Deep listening
6. Building trust and rapport
7. Maintaining neutrality and independence
8. Questioning techniques and getting to what matters
9. The mediation process
10. A demonstration
11. Key principles

12. The stages of mediation
13. What to do if things get stuck
14. Beyond mediation
15. Sustaining agreement
16. Applying mediation skills in day to day management

Delivery

A mix of lecturing, experiential learning and use of case studies. Includes a free copy of [*The Manager's Guide to Mediating Conflict*](#) by Alison Love.





BOOKING FORM

Mediation Skills for Managers

13 June 2017 – Cardiff

Cost: £275 +VAT for first delegate, £250 +VAT for the second delegate.

Name: _____ **Position:** _____

Organisation: _____

Address _____

Email: _____ **Tel:** _____

Delegate name/s: _____

Do you require a VAT receipt? Yes No

Payment

1. To pay by BACS transfer

Bank name: NatWest
Sort Code: 56-00-41
Account Number: 29763436

2. To pay by cheque

Please make cheques payable to: Alison Love Limited

I enclose a cheque for £_____ (including VAT)

Please return payment, booking form and payment details to: Alison Love, Alison Love Limited al@alisonlove.co.uk or Kingsclere, Gwern-y-Steeple, Peterston Super Ely, CF5 6LG

TERMS AND CONDITIONS

Bookings

- Delegates will be allocated a place once a completed booking form has been received.
- Delegate places on events/training courses will be allocated on a first come first served basis. Completing a booking form does not guarantee a place.
- Bookings may be made by email, or by fax, letter or phone. Telephone bookings must be confirmed in writing upon request. Please quote purchase order numbers where applicable.

Acknowledgement

- Delegates will receive an acknowledgement email within two weeks of receipt to confirm that their booking has been received.
- Joining instructions will be sent approximately two weeks prior to the event confirming the running of the course, date, start/finish times, venue and directions.

Payment

- Delegate fees contribute towards the costs of administration, the venue, lunch if applicable, trainer expenses and materials provided by Alison Love Ltd.
- For accredited courses fees will include registration, assessment and certification.
- Upon receipt of your booking form you will be sent an invoice. Full payment must be made within 14 days.

Cancellation Policy

- Cancellations or postponement can only be accepted in writing.
- On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees will be paid.
- Should delegates cancel or postpone the following charges apply:
 - 22 days or more prior to the event – no fee
 - 15-21 days prior to the event – 50% of course fee
 - 14 days or less (or failure to attend) – 100% of course fee



- If you do not attend a course and you have not previously informed us, the full course fee remains payable.

Mailing List

If you do not wish to be added to our mailing list please tick this box

We will not share your contact details with other companies.

By booking onto an Alison Love Ltd event you are agreeing to the above terms and conditions.