Mediation Skills for Managers

Overview

A one day course on how to mediate conflicts in the workplace.

Learning Objectives

- Understand how and why conflict arises in the workplace.
- Understand the conflict resolution options and how mediation works.
- An appreciation and understanding of the skills required.
- How to put into practice in day to day management.

Course Content

- **Introduction**
- Conflict resolution options
- An overview of the mediation process; how it differs from other processes

- **Mediator Skill Set**
- Deep listening
- Building Trust and Rapport
- Maintaining neutrality and independence
- Questioning techniques and getting to what matters

- **The Mediation Process**
- A demonstration
- Key principles
- The stages of mediation
- What to do if things get stuck

- **Beyond Mediation**
- Sustaining agreement
- 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* http://www.amazon.co.uk/The-Managers-Guide-Mediating-Conflict-ebook/dp/B00O2Y78TG

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Booking Form

Mediation Skills for Managers
3rd March 2015 - Cardiff

Name : _____ **Position:** _____

Organisation name and address: _____

_____

_____

Email: _____ Tel: _____

Delegate/s names: _____

_____

Do you require a VAT receipt? YES ☐ NO ☐

Payment Details: (£250 plus VAT per delegate**)**

☐ **I wish to pay by BACS transfer**

Bank Details for BACS payments:
Nat West Bank
Sort Code 56-00-41
Account Number 29763436

☐ **I enclose a cheque for £250 (including VAT)**

Cheques payable to **Alison Love Limited**

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