

Introduction to Workplace Mediation

Learning Objectives

By the end of the course delegates will:-

- Understand the principles of conflict resolution and how mediation fits in.
- When and when not to use mediation and how it can be implemented.
- Understanding the process and key skills.

Understanding Conflict

- What is conflict?
- The costs of unresolved conflict?
- The key principles of conflict resolution.

Mediation Principles

- Key principles of mediation and how it differs from other processes.
- When and when not to use.
- Other resolution options and where mediation fits in.

What happens behind closed doors.

- The process explained.
- A demonstration of mediation in action.
- Understanding the skills and how the mediator uses these in practice.

Implementing mediation in your workplace

- Understanding some of the challenges and getting buy-in.
- Ensuring policies and procedures are robust.
- Issues around confidentiality and neutrality.

Review of learning