

Product Specification: MST

Mediation Skills Training

Overview

When a diverse group of people comes together, differing cultures, norms, behaviours and attitudes invariably lead to issues. When these result in disputes the effectiveness and productivity of the parties involved is impacted but may also have wider implications or business impact. Resolving disputes at the earliest possible moment is critical to restoring relationships and a positive work culture.

Current disciplinary and grievance procedures are generally focused on process rather than people and tend to be adversarial in nature. Evidence suggests that there is increasing interest in engaging the individuals involved in finding a solution that works for them and the organisation. The desired outcome is to secure agreement rather than find blame.

The Mediation process is designed to bring individuals together in a safe environment to discuss the real issues and their needs for resolution. With the help of a trained mediator the parties involved can work together to find a workable and lasting solution to their dispute.

The course will help participants understand the nature of conflict, the process of mediation and the skills needed to successfully mediate. Participants will learn, observe and practice the techniques of mediation.

Who Should Attend?

Anyone who is interested in learning more about this positive approach to resolving disputes in the workplace. These include managers, HR professionals, trade union officials, lawyers, business advisors etc.



Learning Outcomes

- Explore the causes, impact and implications of conflict in the workplace
- Define and scope what is meant by Mediation; identify its value and benefits
- Consider when and how to apply Mediation
- Learn the Mediation process, the role of the mediator and stakeholders
- Appreciate the importance of confidentiality, impartiality and voluntarism
- Identify key skills utilised in Mediation and how they are applied
- Recognise potential 'derailers' and how to address

Symposium Training Contact Details

Hayley Griffin

Unit F, 44-48 Shepherdess Walk
London, N1 7JP
P: 020 7231 5100
E: hgriffin@symposium-events.co.uk
www.symposium-events.co.uk

Sample Programme

9:30 -10:00 Registration and Coffee

10:00 – 10:30

Welcome, Introductions and Objectives for the day

- Welcome
- Introductions
- Expectations
- Agenda

10:30 – 11:00

What is Conflict?

- Causes
- Impact
- Implications

11:00 – 11:30

What Is Mediation?

- What it Is and Is Not
- Principle of Mediation – Confidential, Impartial, Voluntary
- Role of the Mediator & Other Stakeholders

11:30 – 11:45 Coffee

11:45 – 13:00

Mediation Process

- Key Stages of the Mediation Process
- Purpose and Expectations of Each Step
- How to Close the Mediation
- Case Study review

13:00 – 13:30 Lunch

13:30 – 14:00

Mediation Skills

- Utilizing Key Skills for Effective Mediation

14:00 – 15:15 Practice & Coffee

15:15 – 15:45

Debrief

- How did it feel
- What worked well; what needs practice
- Other comments

15:45 – 16:00 Closing