

Course Outline

“think
learn?
succeed”

“smart training for clever people”

Mediation Skills for People Managers

1 Day

Sorting out conflict is one of the most challenging parts of being a people manager. After this workshop, you'll know how to meet that challenge. Learn what mediation is. Decide when it's appropriate for you to mediate and when you need additional help. Use a five step process for running a mediation session. Develop the skills to help team members discuss their needs and concerns collaboratively. See how to map a conflict and develop options for solving problems. Discuss ways of handling game-playing or negativity during the conflict resolution process. This course will raise your confidence and give you practical tools for mediating everyday workplace conflicts.

What you'll learn to do in this course

You'll come out of this session with powerful tools for handling conflict in your team. We'll bring theory to life and tell you how to succeed. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Define mediation and your role as mediator
- Plan and lead the mediation process, using a 5 step process
- Isolate and address key issues in complex conflicts
- Map the perspectives of each party
- Help parties in a conflict develop mutually agreeable options
- Respond to the psychological games people may play during conflict

Topics you'll cover

- What is mediation?
- Your role as mediator
- Planning and structuring a mediation
- Helping people focus on issues
- Drawing out needs and concerns
- Creating conflict maps
- Guiding the solution building process
- Dealing with behaviours and attitudes

What others have said about the course...

'This has been a very useful refresher of material, with some handy perspectives on different approaches'

Deb. Juvenile Justice 2013

'Very knowledgeable. Great course convenor. Kept it very interesting all day'

Marena. University of Wollongong 2013

'Thought provoking, interesting, fun, exciting'

Alexis. Woollahra Council 2013

'Very intriguing and full of information which can be useful for everyday work life'

Sam. SE Timber 2015



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at www.thinklearnsucceed.com.au