

CONFLICT MANAGEMENT AND MEDIATION COURSE OUTLINE



DYNAMIC TRAINING BY THINK LEARN SUCCEED

Training to inspire positive deviance

Course overview

Is conflict impacting your team's effectiveness? As a manager or team leader, you can do something to turn the situation around. Learn how to address conflict early and prevent it from escalating. In this one-day course, you'll master basic mediation and conflict resolution tools. Learn when it's useful for you to mediate and how to run a simple mediation session. Hear how to use a four-step process for sorting out differences between members of your team. Discover how to guide conversations using solution-focused questions. Get tips on assisting individuals to move on after conflict. This course gives you practical tools for addressing team conflict in the early stages and preserving positive team dynamics.

What you'll learn in this course

By the end of this course, you should be able to achieve these results.

- Apply simple mediation techniques to sort out team disagreements
 - Plan a conflict resolution meeting using a four-step process
 - Establish ground rules for the discussion and explain the mediation process to those involved
 - Help each person identify and address key issues in a conflict
 - Map the perspectives of each party, so people can find common ground
 - Help the parties in a conflict find mutually agreeable solutions and options
 - Manage emotions during the mediation process
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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
- Facilitating the solution-building process
- Building an action plan and closing the mediation

Meet your facilitator

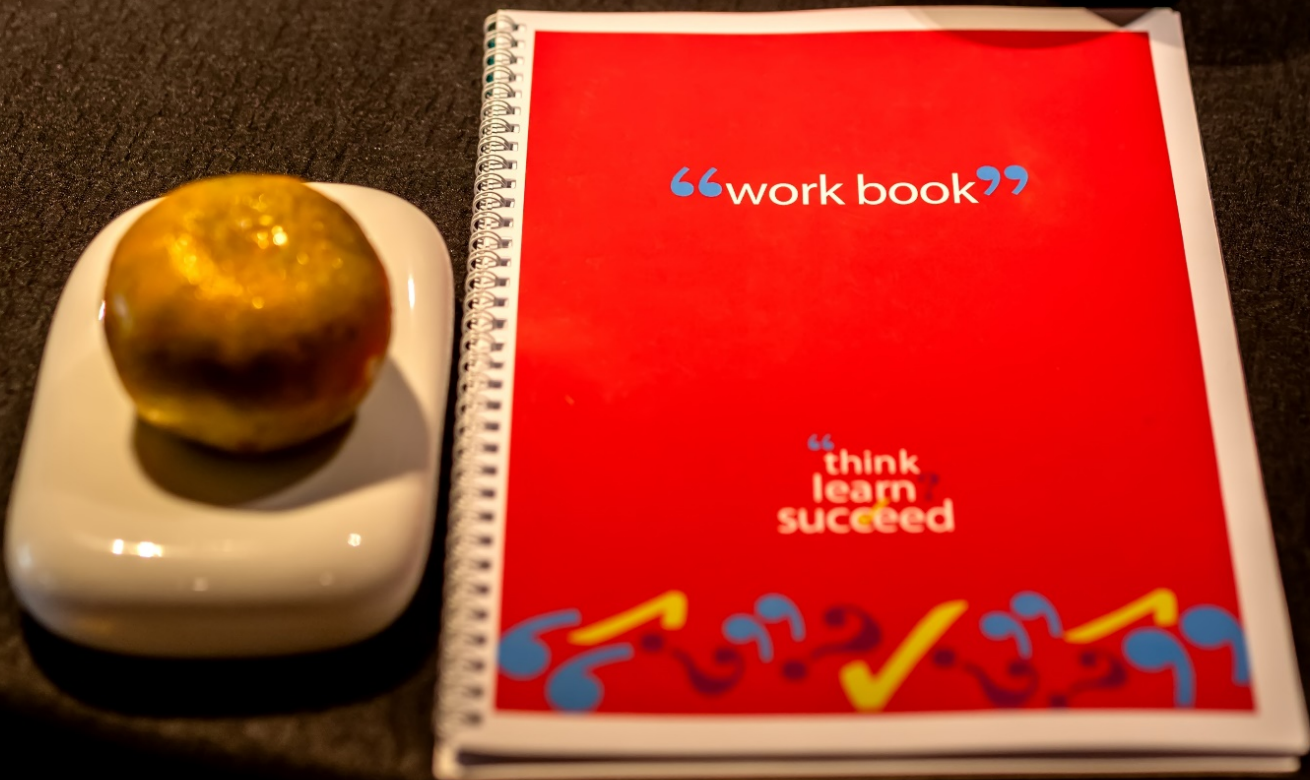
Eleanor Shakiba is a positive psychology trainer and success coach. Her training style is dynamic and bold, with a dash of quirky humour. She believes that interaction, activity and experimentation promote learning. That's why she uses experiential training techniques instead of 'chalk and talk' lectures.

In her early career, Eleanor ran an educational theatre company. In the mid 1990s, Eleanor discovered her passion for facilitation and adult education. She worked for ten years as a trainer and facilitator at the University of Sydney. In 2006, she founded Think Learn Succeed – a business which delivers training courses and coaching. Eleanor loves working with 'positive deviants'. These are people who differ from the norm in constructive ways. Eleanor works with positive deviants to create vibrant business cultures and peak performance.

Eleanor is qualified in Social Anthropology, Adult Education, Counselling and Positive Psychology. She delights in helping professionals learn skills for success in the real world, using interactive learning techniques. Her students describe Eleanor as 'a lively and enthusiastic presenter who can keep you engaged for hours.'

Creativity is Eleanor's signature strength. She loves using it to write books, video scripts and online training programs. Eleanor is the author of *Difficult People Made Easy* and is currently writing her second book, *6 Habits of Savvy Female Negotiators*. She has also created over 120 training programs and a range of online learning courses.





BOOK THIS COURSE FOR YOUR TEAM
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