Course Introduction

This comprehensive course explores the dynamic field of Workplace Mediation and Conflict Resolution, equipping participants with essential skills for navigating and resolving conflicts within the workplace. Given the growing demand for conflict management expertise, especially among human resource professionals, this course delves into the principles, practices, and methodologies of workplace mediation. With a focus on fostering a harmonious and productive work environment, participants will learn how to manage disputes effectively, facilitate discussions, and ensure that the mediation process results in mutually beneficial resolutions.

Targeted Groups

This course is designed for:

- **Managers**
- **Supervisors**
- **Team Leaders**
- **HR Professionals**
- **Anyone looking to acquire new skills to improve their career**

Course Objectives

By the end of this course, participants will be able to:

- Understand workplace mediation theory, practices, and methods.
- Apply an effective 7-step model for workplace mediation.
- Interpret cultural differences that may influence the mediation process.
- Develop core mediation skills applicable to workplace conflicts.
- Effectively address blockages during mediation.
- Understand the basics of reaching and formalizing mediation agreements.
- Recognize personal limitations in conducting mediation sessions.
- Develop an ethical framework for practicing workplace mediation.
- Foster an understanding of conflict as a natural part of life and how responses to conflict can shape its outcomes.
- Develop skills in competitive and collaborative negotiation strategies.
- Cultivate awareness of how personal tendencies influence responses to conflict.

Targeted Competencies

Participants will develop competencies in:

- **Negotiation Skills**
- **Conflict Management**
- **Mediation Techniques**

Course Content

Unit 1: Introduction to Mediation Theory & Practice

- Models of mediation
- The workplace mediation process
- Case study: Mediation intervention
- Understanding when mediation works – and when it doesn't
- The mediator's role and limitations
- The distinction between mediation and other conflict resolution methods
- Self-reflection: What do you bring to the mediation room?
- Active listening refresher

Unit 2: Understanding Conflict & Negotiation

- Introduction to **conflict theory**
- The **Thomas-Killman Conflict Mode Instrument (TKI)** for conflict handling
- Resolving conflict through negotiation
- Elements of negotiation and the **Coleman Raider "Bare-Bones" Model**
- Stages of negotiation
- **Reframing techniques** for conflict resolution
- Identifying possible negotiation outcomes

Unit 3: Elements of Workplace Mediation

- The **7-step 'Eastburn' framework** for effective workplace mediation
- Role-play exercises to simulate mediation scenarios
- **Caucusing** techniques in mediation
- Mediator's impartiality and managing bias
- Feedback and discussion on role-plays

Unit 4: Effectiveness of Workplace Mediation

- Joint or **co-mediation** strategies
- Managing **"icebergs" and "elephants"**—hidden issues in mediation
- Extended role-play exercises to build practical mediation skills
- Politics of discourse in workplace mediation
- Identifying and addressing blockages to move disputants forward

Unit 5: Reaching Agreements & Mediation Ethics

- Techniques for **reaching and formalizing mediation agreements**
- **Role-play exercises** for creating formal agreements
- Understanding the ethical framework for mediation practice
- The importance of **ongoing professional development** in conflict resolution

Enhancing Conflict Resolution Skills in the Workplace

As part of this course, participants will engage in specialized training modules designed to refine their conflict resolution skills. Practical

scenarios and role-playing exercises will provide real-world conflict examples, enabling participants to apply theoretical knowledge in realistic settings. This hands-on approach ensures that attendees develop valuable strategies for resolving workplace disputes with poise, professionalism, and effectiveness.

This course covers various aspects of workplace conflict management, from mediation techniques to ethical practice, preparing participants to handle conflicts with confidence and skill. Whether you’re seeking a comprehensive workplace conflict management course, workplace mediation training, or a conflict resolution course for professional development, this course offers a holistic approach to resolving disputes in any workplace environment.