

Core Mediation Skills™



One-day course - gain the vital skills needed to prevent disputes before they escalate out of control.

About the course

This one day course presents managers and HR professionals with the core skills that they need to understand how, and why, disputes occur and how to respond when they do. The course develops the core competencies that managers and HR professionals require to resolve workplace disputes between 2 employees within their organisation at the early stage of the grievance process.

The course utilises best practice in all aspects of mediation and conflict management and our highly experienced trainers help participants to embed mediation into their portfolio. We provide the skills and strategies that managers need to nip issues in the bud - before they escalate out of control.

We recommend that all managers and leaders along with Personnel, HR, ER and OD assistants, managers and directors attend this course.

This course can also act as a 'stepping stone' to more formal mediation and dispute resolution training for HR professionals who wish to develop these skills further.

Key programme objectives:

- Understand the nature of mediation including the role of the mediator and the key benefits of mediation.
- Manage the 5 key stages of FAIR mediation.
- Understand how to use the FAIR model to bring disputing parties together

"This course was really informative and engaging. Practical training delivered by approachable and knowledgeable professionals. I now feel more confident to put these skills in to practice. TCM's training has fully achieved my expectations."

Ellie Pike, HR advisor at Penguin Books

Key benefits:

- Be able to respond calmly and neutrally during mediation.
- Use a range of active listening and reframing skills to move a situation forward.
- Understand how to create and manage boundaries and set clear goals.

Potential delegates:

We recommend this course to Junior, Middle and Senior Managers, Supervisors, Team Leaders and other professionals.

In-house training – a bespoke solution for your business:

We can design and deliver all of our courses on an in-house basis. Please contact our Business Development Team on **0800 294 97 87** for more details.

Learning styles and aftercare

This course utilises a variety of teaching styles, including facilitator presentation, participant discussion, personal reflection, group exercises and scenarios, workshops and role-plays. All activities take into account participants' individual learning styles and provide a broad range of experiential and shared learning.

All delegates receive twelve months' follow up support to help them to embed the learning.

Why Choose TCM?

- We have over 12 years' experience of designing and delivering world class training.
- We share our expertise and we draw on our depth of knowledge whilst making our courses accessible and fun.
- We tailor our in-house courses are to your requirements.

The course outline

Module 1

Setting up and managing a workplace mediation

- The psychology of workplace conflict
- A definition of mediation
- What is mediation?
- The role of the mediator
- The benefits of mediation
- Promoting mediation to others – employees and managers

Module 2

Introducing The FAIR model

- Facilitate – to make a difficult situation easier
- Appreciate – to act neutrally and with empathy
- Innovate – to identify creative outcomes
- Resolve – to wrap up effectively

Module 3

Introducing the five stages of FAIR mediation

- Preparation
- Separate meetings with the parties
- The joint meeting
- Closing Mediation

Module 4

Core mediation skills

- Active listening skills - Hearing what people are really saying
- Building trust and rapport
- Asking a range of appropriate, timely questions
- Funnelling and root cause analysis
- How to react to strong emotions Exploring positions, interests and needs
- How to reframe difficult language
- Encouraging creative ideas and solutions Useful problem solving techniques

Module 5

Managing the joint meeting

- Skills practice in groups – the joint meeting
- Feedback from peers and trainers
- Debrief

Module 6

Key learning and next steps

- Key learning
- Next steps
- Evaluation