

Practical Mediation Skills™



Two-day course - skills necessary to prevent and resolve workplace disputes and grievances.

About the course

This two-day ILM approved program provides managers and leaders with the skills, competencies and strategies to undertake an effective mediation intervention as part of their existing role.

Managers and leaders are spending more time, money and energy working with conflict and negotiating outcomes to difficult situations. This course is based on our extensive experience of working with managers and leaders across the UK. It covers a range of practical skills and techniques which can be used to bring potential or actual conflicts and disputes to a constructive resolution.

In an increasingly diverse working environment, coupled with the introduction of a raft of new employment legislation including the revised ACAS Code, it is essential that HR and managers have the skills that enable them to meet the expectations and needs of their stakeholders.

Mediation and dispute resolution skills are central to modern management.

Key program objectives:

- Participants will understand the nature of conflict;
- Participants will understand the principles, the process and the practical applications of mediation;
- Participants will be able to use key skills and techniques to prevent and resolve conflicts before they escalate.

"A colleague of mine recommended the course and The TCM Group. This course has fully achieved my expectations and has provided me with more confidence. The standard of training and the knowledge of the trainer were excellent."

Rebecca Ryan, HR Advisor
Chelsea & Westminster Hospital NHS Foundation Trust

Key benefits:

- The skills necessary to preserve the psychological contract by detecting, preventing conflict from escalating and resolving conflicts at an early stage
- The model you need to set up and conduct successful internal mediations
- The confidence to bring awareness about mediation to their colleagues and promote a non-adversarial culture in your organisation

Potential delegates:

We recommend this course to Workplace, Commercial and other professional Mediators, Management and Mediation Consultants, Facilitators, Coaches and Change Agents.

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 to your requirements.

The course outline

Day 1

Module 1 (3 hours)

The nature of conflict

- Destructive and constructive conflict
- Conflict management styles

Module 2 (1.5 hours)

Introducing Mediation

- Context and benefits of Mediation
- Role of the mediator

Module 3 (1.5 hours)

The FAIR mediation model

- Introducing the FAIR mediation model
- Managing individual meetings
- 5 stages of the joint meeting
- Demonstration of FAIR mediation model

Module 4 (1.5 hours)

The 5 core mediation skills

- Securing a commitment
- Impartiality
- Review of the day and Close

Day 2

Module 5 (6 hours)

Skills practice and role play

- Active Listening
- Reframing
- Problem Solving
- First meetings
- Joint meeting