

## PRACTICAL MEDIATION SKILLS™

A course for leaders and managers in handling conflict through resolution to prevent issues escalating and support others' to achieve positive outcomes when things go wrong.

A photograph of two men in a meeting. The man on the left is smiling and gesturing with his hands. The man on the right is also smiling and looking towards the first man. They are both wearing light blue shirts. The background is slightly blurred, showing what appears to be a modern office environment.

## PRACTICAL MEDIATION SKILLS™

## INTRODUCTION

In an increasingly diverse and complex workplace, employers and employees are seeking out new ways for resolving complex people issues. Mediation and facilitation are now 'must have' skills for any manager, leader, union official or HR professional.

This award-winning course draws from TCM's extensive experience of training mediators and undertaking mediation interventions in a wide array of organisations and situations. TCM's expert trainers offer delegates a range of practical skills and strategies which can be used to bring quarrels, complaints, grievances, conflicts and disputes to a constructive resolution.

Practical Mediation Skills™ (aka Facilitated Conversations™) is one of the most well recognised conflict resolution skills short courses available. We pride ourselves on delivering a world class course to delegates. Don't just take our word for it, please [click here](#) to read reviews and accolades.

Practical Mediation Skills™ (also known as Facilitated Conversations) provides delegates with the skills, competencies and strategies to undertake an effective mediation intervention as part of their existing role. The course is delivered by some of the top mediation trainers in the UK and it is powered by TCM's award winning FAIR Mediation Model™.

## PRACTICAL INFORMATION

### Practical Mediation Skills™

A 2 day course delivered online, at the TCM Academy, or delivered in-house.

**Trainers:** Delivered by TCM's expert resolution consultants.

**Suitable for:** HR, ER, OD and L&D professionals, union and employee reps, managers and leaders, lawyers, wellbeing and engagement specialists and anyone involved in handling customer or employee complaints.

### Cost:

Contact us on 0800 294 9787 to find out our latest prices for in-house courses. [Click here](#) to complete the enquiry form for our latest prices.

### Reviews:

Please [click here](#) to read reviews from past delegates on this course.



Learn how to facilitate conversations like a professional mediator.



## 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.



## 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.



## AGENDA



**Module 1:**  
The nature of conflict



**Module 2:**  
Introducing mediation



**Module 3:**  
The FAIR mediation model



**Module 4:**  
The 5 core mediation skills



**Module 5:**  
Skills practice and role-play



## BLEND ED LEARNING

All delegates receive 12 months follow-up support to help them to embed the learning.

This TCM Blended Learning programme incorporates pre and post course learning to support participants' development of knowledge and skills. Participants can develop peer networks through interaction before, during and after the programme to share knowledge and resources. In-house programmes can be customised to include:

-  Coaching
-  Team development
-  360 degree feedback
-  Personality profiling

The course can be complemented with one or more of our management training programmes to support leadership & management competency development, for example, Emotional Intelligence, Change Management, Team Work, Coaching Skills, Values-Based Leadership, The Art of Dialogue, Conflict Management and many more.



**CPD  
CERTIFIED**  
The CPD Certification  
Service



## DELIVERY

TCM trainers are experts at creating a safe, empowering and challenging training environment online and in the classroom. This course uses 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 12 months follow-up support to help them to embed the learning.



## AFTERCARE & SUPPORT

**TCM delivers extensive support for delegates on all of our courses before, during and after the course concludes.**

-  Training delivered by a world class trainer who has practical experience of the subject being taught.
-  The unique online TCM Delegate Zone™ which includes useful tool-kits, check sheets, videos, papers and other resources for delegates.
-  Free copy of the TCM Delegate Pack.
-  One to one coaching for delegates during the course and once the course concludes, support via the TCM helpline as required.
-  Full access to the amazing resources of the TCM Community for all delegates including lifetime phone and email support.
-  A free refresher workshop or webinar 6 months after the training concludes.

# TCM

GROUP

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