

- *Are you looking for ways to informally resolve disagreements in the workplace?*
- *And develop specific skills amongst staff, equipping your organisation to resolve its own workplace disagreements?*

The Course

The course is for organisations interested in resolving workplace disagreement via mediation - through a process of listening, effective communication and interest-based negotiation - to preserve co-operative, working relationships and team harmony. The 5 day course allows participants to accredit their skills.

Objectives

- To increase understanding of conflict and why it escalates
- To understand the role of underlying needs as the key to resolving conflict
- Learn about and practice the process of Mediation, learning positive interventions in conflict situations.

The Course Includes.....

- An understanding of conflict, why it arises and its costs and benefits
- The role of listening and effectively communicating in situations of disagreement
- Needs / interests as a key to negotiating win – win solutions
- The role of a mediator, the principles and the process
- Talking to people about Mediation
- Time to put it all into practice

Course Format

The courses are delivered using a varied mix of formats – information giving sessions and workshops; exercises / games to demonstrate concepts; and role plays. We would want to talk to any interested organisation to find out what they wanted from the course, in order to tailor as necessary.

About Us

Community Accord is a mediation service based in Bradford, established in 2003. Our training is based on the delivery of mediation in a variety of different settings, working with individuals, housing associations, local authorities, health services and in workplaces.

For More Information...

Call us on: 01274 223313, *or Email:* info@communityaccord.com