

Mediation Accredited Training Workplace Relationships - Managing, Resolving and Understanding Conflict within HR, Business Teams and Services.

Overview

This course will deepen your understanding and clarify the importance of the basic principles of mediation. The nature of escalating conflict and the methods/skills that can be used to help de-escalate disagreements. It introduces the overall structure of the mediation process and the skills important to a productive outcome.

Outcomes:

- The learner will understand the principles, benefits and processes of mediation to transform and resolve workplace disputes and conflicts.
- The learner will develop greater understanding of their own mediation skills and be able to apply them.
- The learner will gain knowledge and skills to effectively resolve and manage conflict and disputes in the workplace.

The course covers the basics of mediation and the skills needed to address conflict in the workplace.

Course Format

The course is delivered using a varied mix of formats – information giving, professional discussions, exercises/games to demonstrate concepts and role plays.

This course is accredited by the Skills & Education Group.