

MEDIATION SKILLS FOR MANAGERS

This workshop is an introduction to mediation skills and is designed to develop managers' skills and confidence in responding to disputes in the workplace. The guiding principles of mediation; fairness; neutrality and confidentiality are examined. The program provides an opportunity for participants to practice these skills in customised scenarios.

Workshop outline

The mediation process

- Principles of mediation
- Role of the mediator
- The manager as mediator
- The process of mediation

Mediation skills

- Communication skills
- Active listening: open questions, re-phrasing, summarising
- Identifying positions and interests in mediation
- Setting the agenda in mediation
- Generating options for resolution
- Handling difficult behaviour
- Practicing the skills in mediation scenarios

Learning outcomes

On completion of this workshop participants will:

- Have developed an understanding of the range of causes of conflict
- Be aware of the range of approaches to manage disputes
- Have developed an understanding of the principles and process of mediation
- Understand the role of the mediator and the manager as mediator
- Have an understanding of the communication skills used in mediation
- Have practiced the skills and process of mediation

Time

8.30 – 4.00pm

Cost

\$245.00

Where

2nd Floor, Highway Arcade
47 Stuart Highway, Stuart Park

Refreshments

Morning tea, lunch & afternoon tea are provided

For more information, please contact us at:

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