

## MEDIATING WORKPLACE CONFLICT

Duration: 2 days

### Objective

To provide delegates with an understanding of the mediation process and to equip them with the skills to both 'self-mediate' their own conflicts at work and mediate conflicts involving others.

### Design

- The nature of conflict: the conflict cycle, the cost of conflict, different levels of conflict, becoming comfortable with conflict
- Conflict: understanding the source and dynamics of conflict
- Self-assessment: preferred conflict style
- Constructive versus destructive conflict
- Approaches to conflict: 5 different styles
- Choosing an appropriate approach
- Video clip: What to do when conflict happens
- Dealing with difficult conversations
- Understanding CPR challenges (conflict, process and relationship)
- Dealing with difficult people
- General guidelines on what to do and what not to do in conflict situations
- Why mediation works: the magic within the method
- What is 'managerial' or workplace mediation?
- When to use managerial mediation
- How to perform managerial mediation
- Preventive mediation - stopping conflict before it starts
- Your personal action plan
- Ensuring the result doesn't unravel

### Target group

Line managers at all levels, directors of companies, business owners (including family businesses) and HR Managers.

