



Basic Mediator Training

At the heart of managing differences is speaking clearly for oneself, listening well to others, and collaborative problem-solving. Intense emotion, external pressures, communication breakdowns, or insufficient skills may make this especially difficult. At times, a trusted, impartial third party can be helpful in guiding a collaborative problem-solving process.

Mediation is a interest-based conflict resolution process that empowers people to make decisions and work out their own solutions. When managers and supervisors are confronted with situations in which individuals or systems are in conflict, mediation skills can be utilized to help the parties work together to reach a common goal.

This intensive training teaches the skills needed to mediate for others. Neutralizing language, objective questioning, effective listening techniques, dealing with emotions, and collaborative problem-solving are some of the skills included. It is also important to understand conflict theory, and strategies to address power imbalances and impasse.

The step by step mediation process teaches participants how to invite people into the process, to help parties explore issues and feelings to lay the ground work for understanding, to guide parties in identifying their needs and interests, and to negotiate mutually beneficial outcomes. Individual feedback will be given by the trainers to help participants address specific strengths and weaknesses.

Mediation Skills Training will provide an opportunity to:

- Gain insight into your own communication and conflict management style
- Develop communication skills that will give others the assurance that they are being heard and understood
- Learn mediation process and procedures
- Understand how to effectively deal with intense emotion in disputants

- Develop collaborative problem-solving skills for use personally and with others
- Identify and effectively address impasse and power imbalances
- Understand professional and ethical issues facing the mediator

This training presents a basic interest-based mediation model that can be tailored for specific applications and effectively integrated with existing internal conflict resolution processes and procedures.

On-site mentoring, coaching, and co-mediation services are available to support trained mediators.