



Expanding Your Mediation Practice Into The Workplace

Your skills as a mediator are just what is needed in today's workplace. Surveys show that the average management team spends up to 60% of its time resolving conflicts relating to work. As many managers do not have the necessary skills or time to address conflict, more and more organizations are recognizing the value of outside intervention. As a professional mediator, you can help organizations reduce the amount of time they spend dealing with employee issues while getting results that enhance productivity and increase employee satisfaction.

This training will provide you with tools to expand your mediation practice into the workplace arena. Mediators will learn how to:

- Build on your mediation skills to develop a spectrum of conflict interventions
- Explore causes of workplace conflict
- Develop methods to assess needs and determine interventions
- Prepare recommendations and reports
- Balance confidentiality with organizational reporting and documentation needs
- Utilize case management procedures
- Employ your mediation skills in a variety of conflict interventions through case studies and role-play
- Address ethical issues
- Get your foot in the workplace door

Two hours of post training consultation with Alternative Resolutions, Inc. is included in fees.

Previous mediation training and experience is strongly recommended.