



## ***Introduction To Mediation***

Mediation is a conflict resolution process that empowers people to make decisions and work out their own solutions with the assistance of an impartial third-party. When organizations are confronted with situations in which individuals or systems are in conflict, mediation can be an effective tool to help conflicted parties communicate openly and directly to reach mutually satisfactory resolutions.

What makes mediation different from other dispute resolution interventions? Key ingredients to an effective conflict resolution process are an understanding of the effect of conflict on people, basic principles of conflict resolution, and the difference between adversarial and collaborative conflict resolution.

This one-day workshop introduces participants to the basic techniques of mediation and demonstrates how many disputes, both work-related and personal, can be more effectively resolved. Participants will:

- 1 Learn about mediation
- 2 Understand the nature and role of conflict
- 3 Develop an awareness and understanding of conflict styles to choose a conflict strategy most appropriate for the situation.
- 4 Explore the principles of conflict resolution
- 5 Compare two negotiation perspectives - problem-solving and adversarial/competitive to understand the benefits of problem-solving negotiation
- 6 Learn the stages of mediation process
- 7 Understand the role of the mediator.
- 8 Explore applications for mediation in your organization