



Mediation Skills For The Workplace

When managers and supervisors are confronted with situations in which individuals or systems are in conflict, mediation skills can be used to help the parties work together to reach mutually satisfactory solutions. Effective problem-solving and conflict resolutions requires parties to engage in productive dialogue and take ownership for the outcome.

What makes mediation skills so valuable? Mediation skills help the door to productive dialogue. Conflict presents an opportunity for growth and change. Good mediation skills will help you maximize the hidden potential of conflict. You will have the skills to assist parties in clearly defining the conflict and reaching effective, lasting resolution

This training introduces participants to the basic techniques of mediation and teaches the skills to more effectively resolve conflicts:

- Understand the nature and role of conflict
- Learn about conflict styles in order to choose an appropriate conflict strategy
- Explore the principles of conflict resolution
- Develop collaborative problem-solving skills
- Learn the stages of the mediation process
- Understand the role of the mediator
- Explore applications for mediation skills in your organization