

Manager as a Mediator

Workplace mediation offers constructive advantages for resolving conflict. It actively encourages clear communication, respectful and collaborative working relationships and has an emphasis on solutions. The best approach to conflict is to intervene early and locally! Empower leaders to build and restore better workplace relationships, enhance performance, improve productivity and cut the costs of workplace conflict.

This program provides leaders with an understanding of simple conflict resolution and mediation techniques. It gives the practical skills to manage work conflict, interpersonal issues and complaints at the earliest point avoiding escalation to higher levels of management, human resources or an external mediator.

Key components of the program:

What is required to establish a conflict resilient workplace

Understand what Mediation is and when is it appropriate in the workplace

Identify the key points for Managers as mediators

Understand the roles and responsibilities of the Mediator and support people

Identify positions, needs, interests

The Mediation framework

Duration: One day

Who should attend: Managers, Supervisors, Team Leaders and Coordinators

Venue: This program runs in-house.

Learning Outcomes:

At the conclusion of this program participants will be able to:

- Have a greater understanding of conflict in the workplace
- Understand the importance of taking a preventative and a holistic approach to the resolution of workplace conflict
- Know when it is appropriate to use mediation skills in the workplace
- Identify the steps involved in the mediation framework
- Apply the Mediation Framework when resolving workplace conflict