

Workplace Mediation

How can you use mediation or a mediation framework to gain a sustainable, accountable solution between employees in conflict?

Workplace mediation offers constructive advantages for resolving conflict. It actively encourages clear communication, respectful and collaborative working relationships and has an emphasis on solutions. Workplace mediation is quickly being established as an HR intervention that adds value. This program explores mediation theory and skills in detail. It provides practical learning's to ensure that participants have a framework for managing a workplace mediation and the techniques and skills necessary to move through the difficult conversations and possible impasse. The program also provides each participant with access to one-on-one coaching once they return to their workplace. Each participant will be able to access coaching from a consultant through our telephone mediation hotline to assist them in dealing with a workplace conflict within their team.

This practical program includes:

When mediation is appropriate

How mediators add value

Roles and Responsibilities of the Mediator and support people

Positions, Needs, interests

A Framework for Mediation

Questioning, Listening and Reframing Skills for mediators

Facilitating negotiation – Breaking Impasses

Agreement Making

How to respond to specific issues - Power Imbalances, Testing Solutions

Mediators power

Practical Mediation skills

Learning Outcomes:

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

- Understand conflict in the workplace
- Know when HR mediation is appropriate
- Be able to identify the steps involved in the mediation framework
- Conduct a thorough and professional mediation
- Develop a mediation agreement
- Implement mediation skills into their roles

Duration: : 1.5 days

Who should attend: HR and WHS professionals, Managers and Leaders

Venue: This program runs in-house and publicly, check out our workshop calendar at www.peelhr.com.au/workshops