

Mediation skills

Managers are increasingly expected to deal with tricky or challenging situations as a routine part of their work. Mediating differences between colleagues, encouraging teams to work together, resolving disputes, negotiating sensitive issues and even supervising disciplinary procedures; these are just some of the tasks they are expected to handle with confidence and flair.

Organisations expect more of their managers these days. As employees' rights and expectations rise and the traditional respect for authority decreases, surefooted ability in negotiating workplace relations is a must.

content

- Roles and job descriptions
- Identification of existing competencies
- Goals for the course, self monitoring and plans for consolidation
- Conflict, disputes and disagreement; what the process commonly involves
- The relationship first, results second
- Building rapport, verbal and non-verbal strategies
- 10 keys to resolving conflict
- The four 'default modes' of people under pressure
- The language of disputes; the difference between words and meaning
- Remaining creative; thinking past the obstacles

- Goal setting and measuring progress
- Distinguishing players from non-players
- Encouraging a collaborative stance
- Reducing the risk of escalation
- Developing the mediation model
- Boundaries on difficult behaviour
- Remaining resourceful under pressure
- Removing obstacles and remaining solution focused
- What could go wrong? Avoiding the pitfalls

objectives

Understand how to make interventions most acceptable

Build productive working relations even with alienated individuals

Adopt a no blame, solution focused stance in all interactions

Help protagonists discuss and set their own goals

Align differences of opinion in a non-destructive way

Assess the gravity of any given situation as seen by the protagonists

Initiate dialogue to start the dispute resolution process

Balance individual and organisational interests