

Mediation and Conflict Skills for Managers



This workshop is an introduction to mediation skills and is designed to develop managers' skills and confidence in responding to disputes in the workplace. The guiding principles of mediation; fairness; neutrality and confidentiality are examined. The program provides an opportunity for participants to practice these skills in customised scenarios.

Workshop content:

The mediation process

- Principles of mediation
- Role of the mediator
- The manager as mediator
- The process of mediation

Mediation skills

- Communication skills
- Active listening: open questions, re-phrasing, summarising
- Identifying positions and interests in mediation
- Setting the agenda in mediation
- Generating options for resolution
- Handling difficult behaviour
- Practicing the skills in mediation scenarios

Learning Outcomes:

On completion of this workshop participants will:

- Have developed an understanding of the range of causes of conflict
- Be aware of the range of approaches to manage disputes
- Have developed an understanding of the principles and process of mediation
- Understand the role of the mediator and the manager as mediator
- Have an understanding of the communication skills used in mediation
- Have practiced the skills and process of mediation

Full Day Workshop
\$255

8:30 am – 4:00pm

Refreshments

Morning and afternoon tea and lunch are provided for full day workshops.

Location

Level 2 Highway Arcade, 47 Stuart Highway, Stuart Park

DARWIN HEAD OFFICE

P. (08) 8941 5661

F. (08) 8941 0746

E. corp@corp.org.au

Alice Springs

P. (08) 8953 4225

F. (08) 8953 6894

E. easaalicesprings@easa.org.au

Katherine

P. (08) 8941 5661

Toll Free 1800 193 123 (NT ONLY)

www.corp.org.au

All Public Workshops require a minimum of 6 participants in order to be confirmed.

CORP has a 72 hour cancellation policy. Please contact us as soon as possible if you are unable to attend a workshop you are enrolled in, or charges may apply.



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