



MEDIATION SKILLS

Course Template

Outcomes:

Participants will be able to effectively mediate in conflict situations, applying key skills and facilitating (rather than directing) mutually acceptable outcomes.

Target Audience:

Those staff (e.g. in Human Resources) for whom mediation or grievance counseling is an integral part of their role.

Duration:

One or two days (depending on numbers)

Objectives:

On completion of the training, participants will be able to:

- understand what their role as mediator primarily involves
- assist staff with their problems/conflicts, without taking them over
- recognise the key benefits and process of mediation
- know how to demonstrate effective mediation skills, such as empathy, assertiveness, active listening and effective questioning
- facilitate exploration of options and their relative merits, rather than seeking to provide all the answers
- recognise the importance of remaining impartial/neutral throughout the entire mediation process
- encourage collaboration by the key parties and maintain confidentiality

Key Content:

- Key elements and benefits of mediation
- Mediation and the resolution cycle
- Key mediation skills:
 - Assertiveness
 - Empathy
 - Active listening
 - Questioning
 - Dealing with 'difficult' people
- Inventing options for mutual gain
- Case studies & skills practice

Comments by Participants:

- *Went past expectations. Different views presented that I hadn't encountered before.*
- *Exceeded my expectations. My interest level was maintained throughout.*
- *I found all sessions interesting and relevant*
- *Excellent*
- *Well presented - good handouts*
- *It was great*
- *Good interaction with participants; had relevance to work situations*
- *Presented well, interesting and applicable*
- *It was interesting and presenter knew his subject*