

# Mediation Skills

For staff (e.g. in Human Resources) for whom mediation or grievance counselling is an integral part of their role | **1 day**

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

## 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