

Steve Hindmarsh Ltd
TRAINING

Workplace Mediation Training

Mediation Skills for Managers

What is it about?

“Comprehensive, intense, well structured, well delivered. What made the course special was Steve’s experience and his passion for the subject matter. Over the years I have been fortunate to work for organisations who have cared about my development. As part of my development, I have attended many training courses, and I can say with all sincerity that I have never attended a course so expertly delivered. Your passion for the subject is infectious.”

Pat Kiely, HR Consultant (Certificate in Mediation Skills)

"Intensive, challenging, thought provoking, but highly responsive to individual and group needs. I did not lose focus once during 6 days of intense concentration – which is an indicator for me of how much I was fully engaged in the course and the process. This is the best course I have ever attended which I will attribute to Steve’s styles, skills and empathy. His responsiveness and language demonstrate a natural and gifted trainer.”

Gabrielle Ward, RCN ER Advisor, GMB workplace steward, training advocate (Certificate in Mediation Skills)

‘When people have a problem or disagreement, they want to talk and sort it out. Some of our natural ways of trying to achieve this work against us. We give people the skills and techniques to move people to mutual gains. Our approach encourages people to step back from formal procedures and work with each other to achieve win-win outcomes.’



Recognised Centre

Accredited Mediation
Training

What does this course offer?

This three day course offers a role, a structure and a process that can prevent, de-escalate and resolve interpersonal conflict in the workplace

- A model of mediation that focuses strongly on preserving and rebuilding working relationships
- A set of skills and strategies to deal with difficult conflict behaviours
- A structured, step by step process to move people forward
- The techniques to engage conflicting parties, facilitate people's co-operation, and support them in taking responsibility for their own problems and ultimately their own solutions

Who is it for?

For managers wanting a quick and positive option to resolve conflicts. Mediation provides a powerful opportunity to resolve complaints and grievances more effectively than formal procedures. This course helps managers look at how conflict presents itself in working relationships; giving them the tools to root out underlying issues and repair relationships. For managers wanting a positive alternative to formal procedures, case studies will focus on

- Conflicts resulting in an allegation of bullying by a member of staff against their line manager
- Typical difficult moments in joint mediation meetings
- Angry and heated exchanges between colleagues

Mediation Skills for Managers (3 day)

By the end of the programme participants will be able to

- Understand the principles, theory and concepts of mediation
- Know the importance of creating a safe environment for mediation
- Apply communication skills to build rapport with people in conflict
- Overcome resistance and engage people in a win/win approach to their conflict
- Demonstrate impartial practice within a two party conflict
- Manage and structure the mediation process
- Facilitate the co-operative participation of parties in conflict within mediation
- Safely manage a range of behavioural and emotional responses within the mediation process with appropriate control
- Assist people in conflict to achieve outcomes through the mediation process which jointly satisfy their needs and interests
- Understand when situations are not suitable for mediation

Quality

The course is restricted to eight delegates. This allows us to individually tailor attention and support to help you develop ownership of the mediator role. The course is accredited with the Open College Network Wales for Unit 1 'Understanding Mediation' of our Programme in Mediation Skills.

Your Trainer

Steve Hindmarsh has been training mediators on accredited courses for 10 years. Steve was formerly director of Wales' largest multi-mediation service. Steve has provided training for the civil service, the NHS, local authorities, the private sector, the criminal justice sector, and the voluntary sector. Steve is an independent mediator and trainer as well as an associate with Conflict Management Plus.

Course Materials

A delegate's workbook is provided. This pack includes structured learning materials to support private study. The assessment process and assessment criteria are detailed.

Delivery

Pre- course questionnaires allow us to adapt the content to your situation. The course is delivered in one run of 3 days. Post course study is required for the accreditation and structured learning materials and direct support are available.

How will I learn?

The trainer will introduce you to a range of models and theories that will help you understand how conflict affects people's behaviour, communication and thinking.

"I'm looking at situations at work very differently now."

"I'm thinking about a lot of past and current situations, and thinking about them differently, if only we had this approach then."

The trainer will demonstrate the skills, tools and techniques of a mediator. The principles, qualities and values of a mediator will be modelled, broken down and analysed. You will be given detailed feedback on your own approach to being a mediator.

"I thought I was mediating before, but now I've realised the full scope of the role, very useful."

"These skills will be useful both in my role as a mediator, and in a whole range of situations as a manager."

The trainer will demonstrate the steps and stages of the mediation process. You will have a chance to work through the mediation process yourself. You will be coached through key stages of the mediation process. You will be given insightful and supportive feedback on your skills, qualities and learning as a mediator.

"One of the best courses I've been on in twenty years, if not the best."

Programme Outline

Day 1	Conflict theory and behaviour Conflict management styles Mediation process, structure and principles Testing interpersonal skills in conflict settings Meeting the first party Building rapport with 'difficult' people in conflict Impartiality – challenges and strategies
Day 2	Negotiation and conflict theory Resistance – engaging reluctant parties Meeting and engaging the second party Mediation's Win/Win approach to conflict Introduction to the joint mediation session Setting the scene and bringing the parties together Identifying the issues
Day 3	Facilitation – helping people work together in the joint session Conflict Management – managing heated conversation productively Reframing difficult moments Generating and evaluating options Closure and agreements

How to book

Call or email to request a booking form

Course Title	Mediation for Managers
Duration & Cost	3 days £825 + VAT
In house rate	Please contact
Location	Please see website
Dates	Please see website
Contact Details	0800 028 3866

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