

Mediation & Conflict Courses at Steve Hindmarsh Ltd

All courses can be run in-house or on line for groups of 4 - 12 delegates.

Visit www.stevhindmarsh.co.uk for more information or to book.

Title	Duration	Course Content
Workplace Mediation Webinar	45 mins	For professionals already informally mediating with no previous mediation training. The course covers common pitfalls and solutions when mediating staff conflicts. For more information see here – Workplace Mediation Webinar .
Mediation Skills Overview	1 day	Acquire a working grasp of the challenges of mediating conflict. Providing answers to questions on impartiality, confidentiality and securing solutions when managing HR responsibilities and business risks. For more information see here – Mediation Skills Overview .
Core Mediation Skills	2 days	For managers and leaders wanting to nip conflict in the bud. A powerful skill set, structured process and set of principles to guide people to resolution and prevent escalation to formal procedures. For more information see here – Core Mediation Skills .
Mediation Skills for Managers	3 days	Help people step out of formal procedure and back into cooperation. Bedding mediation in as a positive alternative to complaint, grievance and disciplinary. For more information see here – Mediation Skills for Managers .
Certificate in Mediation Skills (5 or 6 days)	5 days	Fully accredited mediator training available in-house as a 5 day intensive option. This course covers the same content as our 6 day certificate with additional pre-course briefing. For course content see here – Certificate in Mediation Skills .
Advanced Mediation Practice	2 days	Tailored learning opportunities to reflect specific issues within your organisation and address specific blocks to individual development. For more information call 0800 028 3866 or contact us here - Contact form .
Upgrade to Certificate	4 days	Had a 1 or 2 day course with us or another provider? Upgrade to a full certificate level course and discover why people retrain with Steve Hindmarsh Ltd. For more information call 0800 028 3866 or contact us here - Contact form .
Refresher days	1 day	Top up and maintain your skills. We are familiar with a range of training providers and accreditations and can seamlessly match and improve the model you work to. For more information call 0800 028 3866 or contact us here - Contact form .
Difficult Conversations	1-2 days	Turning confrontations into conversations; tackle tough issues with fairness and honesty whilst maintaining respect and relationships. For more information call 0800 028 3866 or contact us here - Contact form .
Managing Conflict in Working Relationships	1 day	Key skills and approaches from mediation to help you manage your own and others conflicts. Acquire the positive behaviours, skills and confidence to secure mutual solutions. For more information see – Managing Conflict in Working Relationships .
Essential Mediator Skills	3 hours	For experienced people managers, grasp the key skills used by mediators which turn difficult situations around. A versatile skill set for any negotiation, problem solving or comms issue. For more information call 0800 028 3866 or contact us here - Contact form .
Human Behaviour and the Psychology of Conflict	3 hours	Acquire the positive behaviours and thinking which help resolve conflict. Understand why people in conflict behave the way they do and plot a path to resolution. For more information call 0800 028 3866 or contact us here - Contact form .