The Professional Workplace Mediator Programme

A 6-day programme for up to 8 delegates

Available in larger font on request

Suitable for those taking on a formal mediator role to help organisations and individuals to reduce behavioural risk arising from interpersonal differences; increase productivity and community harmony through effective dispute resolution. This course is accredited by the ILM (Institute of Leadership and Management)

Programme aims

By the end of their training, delegates will be able to:

- Understand their relationship to conflict, the impact of their own behaviour, and manage themselves more effectively

- Understand the values and concepts of workplace mediation and the different models of mediation

- Understand the structure of mediation and how the process works

- Understand the meaning of 'confidentiality' at work and be able to work to the required confidentiality standards

- Recognise how mediation can be used at work, and how it fits with other procedures

- Know when to offer mediation and when it is not suitable

- Use core mediation skills to a basic level: reflective listening, questioning, neutral language, empathy and rapport, and basic facilitation

- Understand the importance of impartiality and how to demonstrate it

- Understand positions interests and needs and have basic skills to move parties to win-win problem solving, including encouraging people into mediation

- Co work in a way that models equality and fairness

- Create a safe environment in which people can communicate and interact using, advanced facilitation skills

- Develop strategies for encouraging dialogue and building agreement

- Have advanced skills to encourage disputants to adopt a win/win approach to their dispute

- Understand their response to emotions and be able to offer empathy towards all emotional states

- Manage conflict appropriately and work with strong emotions in a non-blaming constructive way

- Conduct the mediation process in line with the needs of the parties

- Encourage the participation of all the parties in the process

- Manage the content of mediated disputes to maximise the possibility of resolution

- Manage the mediation process with fairness and dignity for all

- Close a mediation so that parties have a clear understanding of, and willing agreement to, the next steps and ways forward

- Manage the mediation process with fairness and dignity for all

- Develop strategies for encouraging dialogue and building agreement in a range of disputes

- Manage the mediation process with appropriate control and safety

- Understand the role that social or personal identity can play in a dispute

- Understand the potential impact of their own social or personal identity in the mediation and be able to manage this constructively

- Work in an anti-discriminatory way

- Mediate effectively when there are power imbalances or oppressive behaviour

- Apply a step by step interactive approach to challenging interactions when meeting the parties separately and when they are together

- Deal effectively with issues associated with perceptions of inequality, discrimination, bullying and harassment

- Be able to build and sustain rapport in even the most difficult situations

- Understand the notion of 'success' in mediation

- Be committed to CPD and accessing support for their mediation practice

Programme

Days 1-2 Core Workplace Mediation Skills (Unit 1)

Understanding conflict

- Your relationship to conflict and the impact of your behavior

- Positive and negative aspects of conflict

- Conflict management styles

- The three ingredients of conflict

Mediation at work

- How mediation can be used at work, and how it fits with other procedures

- Dispute resolution methods

- The concepts of workplace mediation and the different models of mediation

- Mediation values and principles

- Mediation structure and how mediation works

- Confidentiality: the benefits for the parties, for the mediator and for the employer

- What impacts on the uptake of mediation at work?

- Positions, interests and needs

- Win/win and win/lose dispute resolution

Essential interactive skills

- Reflective listening

- Appropriate questioning

- Empathy and rapport

- Neutral language

- The importance of impartiality and how to demonstrate and sustain it

Mediation process skills

- Communicating about mediation

- Encouraging people into mediation

- Managing the process

- When is mediation suitable?

Days 3-4 Conflict Management and Facilitation Skills for Workplace Mediators (Unit 2)

Co working models, **principles** and practice

Facilitating the meeting using content, process and interaction skills

- Managing and sustaining dialogue

- Mutualising

- Moving from blame to goals

- Acknowledging feelings

- Advanced neutral language

Manage the content of mediated disputes to maximise the possibility of resolution

- Spotting, generating and evaluating options and offers

Working towards change: advanced win-win dialogue

- Reframing, identifying conciliation, clarifying understanding, spotting common ground in feelings and behaviour – advanced skills

Arriving at change

- Evaluating options and offers

Closing the mediation

- Different endings

- Principles of workable agreements

- Building agreements

Conflict management skills

- Working with unmet needs

- Defusing aggression and responding to strong emotions

- Challenging difficult behaviour

- Defusing aggression: traffic light technique□

- When to step in or not

- Staying out of the victim and persecutor triangle

Days 5-6 Mediating Difficult Workplace Cases (unit 3)

Managing sustained, meaningful dialogue

- Advanced facilitation skills: working in the moment, neutral challenge, changing

the interaction dynamic

- Facilitating exchange of feelings and perceptions, encouraging exploration and explanation

Diversity and Equality and mediation

- Why does diversity cause conflict?

- Social identity – what it means for you and for the parties

- Challenges for mediators

- Strategies for working constructively with discrimination or oppression from parties

- Managing power imbalances – avoiding the Karpman Triangle

- The challenges of anti-discrimination – how to keep you prejudices at bay and out of the room

- Managing potentially discriminatory or oppressive behaviour

- Moving from interactive to directive control

Challenging difficult behaviour

- Empathic assertiveness - DESC

- Managing walkouts

Working as a mediator

- Evaluating mediation – what is success for the stakeholders?

- Identifying and accessing sources of support and personal development