

Mediation for Managers

How to deal effectively with workplace conflict

On-line or in-person training



Turning Moment

Conflict Resolution Services and Skills Training



Mediation is a process that enables participants to express thoughts or feelings, find an agreed way forward and improve the situation and working relationship.

This programme is designed for any manager who is dealing with issues around workplace conflict. We have many years of successful experience in supporting people from a wide range of backgrounds and professions and will share this to help you improve your workplace relationships.

The Mediation for Managers programme includes:

- ◆ Recognising the importance and value of mediating.
- ◆ Why conflict occurs and situations escalate.
- ◆ The mediation process.
- ◆ Practical skills for managing conversations and diffusing tension.
- ◆ A practice session.
- ◆ Tools and techniques to build your confidence to resolve conflict.

You will learn:

- ◆ How to listen more effectively.
- ◆ How to structure a mediation session for a good outcome.
- ◆ How to recover, review and re-enforce important information during a conversation.
- ◆ Basic tools that engage individuals and enable better conversations.
- ◆ How to explore the factors at play in your own work situation.

You will take away:

A recipe for improving relationships and influencing others more effectively.

New or different ways to engage with the people you work with.

Practical techniques you can try.

Programme practicalities:

- ◆ Two three-hour and one four-hour workshop delivered on-line or in-person for up to 12 people.
- ◆ Available via Zoom, Webex or Teams.
- ◆ Comprehensive and interactive supporting materials.
- ◆ Consultation with your commissioning officer to ensure the training meets your organisation's specific needs

Please contact us for an informal and confidential conversation

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www.turningmoment.co.uk