



Informal resolution of workplace issues: Mediation skills for the Line Manager

- Practical case study-based approach, focusing on the core mediation skills needed to deliver informal resolution of workplace issues.
- One day programme, 10.00 am to 4.30 pm, lunch included, price: €345.00

Course dates and Venues:

April 25th, May 18th and September 26th 2017: Beacon Hotel, Sandyford, Dublin

Who should attend

This programme is designed for those in line management or HR roles within all organisations.

Main Focus

- Common sources, causes and effects of workplace conflict;
- Understanding the mediation approach: what it is and is not;
- Informal resolution options: the role of mediation skills in every day workplace issues;
- The importance of trust, confidentiality and impartiality of the process;
- Formal Mediations: understanding how they are structured and delivered;
- The Formal complaint route: when to move on from informal resolution;
- Develop and improve the skills of communication, coaching and dealing with conflict;

Outcomes:

On completion of the programme, participants will:

- Understand the core mediation skills and when to apply them;
- Know how to be a supportive initial contact person
- Have developed and improved their skills of communication, coaching and dealing with conflict

- Understand the role of active listening;
- Know how to differentiate between facts, feelings, perceptions and needs;
- Be clear about the parameters of informal resolution

Workshop Format

- One day programme – 10.00 am to 4.30 pm, using case studies, presentations and group discussions
- Break and lunch times built into the course allowing time for participants to network with each other and exchange practical experiences from their workplaces

The Presenter

Miriam Maher, Director of Operations, Resolve Ireland, certified mediator with MII and a highly experienced investigator of workplace issues.

Booking Information

Call: (01) 68 77 44 8

Email: events@resolveireland.ie