



DEALING EFFECTIVELY WITH CONFLICT

Catalyst Mediation Skills

This practical one-day course introduces a fresh new approach to the familiar problem of workplace disagreement and conflict. Even with clear procedural guidelines to manage conflict, everyone benefits if we have the confidence to recognise and deal with the early stages of conflict, avoiding escalation and improving working relationships.

You will learn about the skills and techniques of effective mediators in an enjoyable, interactive day while also having the opportunity to consider their own 'conflict style'.

"In the life cycle of every conflict, there is a point when it's large enough to be recognized, but small enough to be resolved."

COURSE OVERVIEW

Conflict

Why does conflict occur and how does it affect us? An introduction to conflict theory, and some tools for assessing conflict.

Self-awareness

How do we contribute? What is your preferred conflict management style? Are you aware of what your personal hooks and triggers are? This section of the course asks participants to assess their own responses to conflict.

Mediation:

Learn how to deal more effectively with disputes. An opportunity to experience the role of mediator, via demonstration and skills practice.'

Communication

Poor communication is responsible for numerous conflicts – effective communication helps resolve them. We introduce 'active listening', open questions and practice defusing conflict by 're-framing' angry statements.

Problem Solving

Based on the negotiation classic, 'Getting to Yes', we introduce the idea of Principled Negotiation. Its four steps are:

1. Separate the people from the problem
2. Focus on interests, not positions
3. Generate options for mutual gain
4. Insist on objective criteria

Bringing It All Back Home

Some of the most valuable times in any training day are the moments when we share our perspectives with other participants. This open forum allows everyone to consider issues such as working within the statutory framework and preventing conflict from escalating. You will also be able to produce a personal action plan.

Debrief and Evaluation

Final question and answer session and addressing of any outstanding concerns.

COURSE LEADERS

For details please see our website at www.catalystmediation.co.uk

WHO WOULD BENEFIT?

Ideal for HR professionals, team managers and team members.

COURSE LENGTH

8 hours on one day.

LEARNING OUTCOMES

By the end of this course the participants will have gained:

- ✓ Insight into how and why conflict emerges, and its physiological impact
- ✓ Self-awareness about their own approach to conflict
- ✓ New skills for defusing conflict
- ✓ An understanding of principled negotiation
- ✓ Tried and tested strategies to achieve harmony in the workplace

COURSE DATES

Aberdeen	17/10/08	& 20/02/09
Edinburgh	05/12/08	& 10/04/09
Glasgow	10/10/08	& 24/04/09

BUDGET

£350 + VAT per delegate, including course handouts, lunch and refreshments.

DISCOUNTS

Book 2 or more delegates onto the same course for a 10% discount. Plus pay 28 days before the course date or earlier, for a further 10% discount.

BOOKING FORM

Via Jeremy Scuse on
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