

# The Manager as Mediator

Dan Dana will give his first UK 2 day certificated course **ONLY** on 2<sup>nd</sup>/3<sup>rd</sup> Sept in Edinburgh and then in Aberdeen on 7<sup>th</sup>/8<sup>th</sup> Sept. Course numbers will be limited so *please book early.*



## WHY ATTEND?

As economic pressures to create smaller teams with multiple responsibilities increase, so the pressure on the interdependency of employees - and the potential for conflict will also grow. As the New ACAS Code stresses informal mediated resolutions, it is even more important that senior staff equip themselves to negotiate positive working relationships in these challenging times.

*The Manager as Mediator puts the tools of the professional mediator into the hands of managers to build better workplace relationships, enhance performance, improve productivity and cut the unnecessary financial costs of workplace conflict.*

An opportunity to learn from one of the world's leading workplace mediators.

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## Learning Objectives

- ✓ Determine **WHEN** problems can best be solved by Managerial Mediation
- ✓ Prepare the best **CONTEXT** for a mediation
- ✓ Perform the three **PRIMARY TASKS** of the manager-as-mediator
- ✓ Negotiate agreements to **PREVENT RECURRENCE**

## Topic Outline

- ✓ The manager-as-mediator — a better way to handle communication problems and personality clashes
- ✓ Consequences of conflict — measuring the financial cost of conflict in your organization
- ✓ Types of conflict — boss-employee, employee-boss, and employee-employee
- ✓ When managerial mediation works — and when it won't
- ✓ Preliminary meetings with employees — the surprising purpose of "getting the facts"
- ✓ Managing the context — mostly common sense, but vitally important and often overlooked
- ✓ The three tasks of the manager-as-mediator — made simple and practical
- ✓ Contracting for agreement — making deals that stick
- ✓ Video demonstration — how to mediate as a manager
- ✓ Practice— constructive, guided feedback to build practical skills.

## Benefits

- ✓ Learn Managerial Mediation, a core leadership competency
- ✓ Gain an understanding of *strategic* management of organizational conflict — *if your solution isn't strategic, you've got another problem!*
- ✓ Use of an organizational assessment tool to establish a compelling proposition to other decision-makers that investment in the strategic management of conflict may be a wise decision.

## Resources you will receive:

- ✓ Primary resource book: *Managing Differences: How to Build Better Relationships at Work and Home* (third edition) by Daniel Dana.
- ✓ Workbook: A multi-volume step-by-step guide for using your new skills on the job
- ✓ Wallet card job aid: Handy guide that summarizes Managerial Mediation.
- ✓ Unrestricted personal access to these on-line tools for organizational assessment:
  - Measuring the Financial Cost of Conflict
  - Survey of Conflict Management Strategies



## COSTS

£450 (excl VAT) for the course, including lunch on both days and full course materials (worth £75). Book 2 or more delegates onto the same course and a 10% discount can be applied to each delegate. If payment is received 28 days before the course date, or earlier, the amount paid can be 10% less than the full course fee.

## Dates & Venues

Edinburgh: Caledonian Hotel: Wed & Thurs 2<sup>nd</sup> & 3<sup>rd</sup> Sept  
Aberdeen: Hilton Doubletree : Mon & Tues 7<sup>th</sup> & 8<sup>th</sup> Sept

## Biography: Dan Dana

The originator of managerial mediation, he is internationally recognized as one of today's most influential innovators and practitioners of consensus-building communication methods for organizations. With a Ph.D. in psychology, Dan was for several years professor of organizational behavior at the University of Hartford Graduate School of Business and held faculty appointments at Syracuse University's Summer Institute on Conflict Resolution and at several other institutions. He has been a dedicated specialist in organizational conflict for over twenty-five years. As Founding President of the Mediation Training Institute International, he seeks to expand global awareness and use of non-adversarial methods for managing human differences — in the workplace and beyond. He has been an invited lecturer at institutions on six continents and is a well known author on conflict in the workplace.

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