



*Training Course:  
Workplace Mediation and Conflict Resolution  
Skills*

*27 - 31 May 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Workplace Mediation and Conflict Resolution Skills

Training Course code: HR3022 From: 27 - 31 May 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur  
Training Course Fees: 4950 € Euro

### Introduction

This skills-based course covers the new and exciting area of Workplace Mediation and conflict resolution. Workplace mediation is now seen as an essential skill for personnel and human resource professionals and is the fastest growing area of professional development in modern HR practice.

In any workplace, we can be guaranteed that we will come across the conflict. Up to 30-40% of a typical manager's time can be spent dealing with conflict. Senior executives report spending up to 20% of their time in activities involving issues such as harassment and dismissal.

A survey conducted by Price Waterhouse and Cornell's PERC Institute on Conflict Resolution of over 530 Fortune 1000 corporations stated that 90% of respondents view conflict management as a critical cost-control technique and 88% of respondents reported using mediation in the last three years.

Mediation is generally defined as the intervention in a negotiation or a conflict of an acceptable third party who has limited decision-making power, and who assists the involved parties to reach voluntarily a mutually acceptable settlement of the issues in a dispute. In addition to addressing the substantive issues, mediation may also establish, strengthen, or terminate the relationships between parties in a manner that minimizes psychological harm. Essentially, mediation is a dialogue or negotiation with the involvement of a third party.

### Course Objectives of Workplace Mediation and Conflict Resolution Skills

To help you learn how to:

- understand workplace mediation theory, practice, and methods
- apply a model of effective workplace mediation
- interpret cultural differences that affect the mediation process
- develop your skills in core mediation practice suitable for workplace conflict
- effectively deal with blockages in the mediation process
- understand the basics of reaching and formalizing mediation agreements
- be aware of one's abilities and limitations in conducting workplace mediation sessions
- develop an ethical framework for the practice of workplace mediation

### Course Process of Workplace Mediation and Conflict Resolution Skills

Self-assessment, case study, role-play, small group work, facilitated exercises, and feedback to facilitate learning and assist participants to raise their confidence and improve their skill level.

### Course Results of Workplace Mediation and Conflict Resolution Skills

Following the completion of this unit, you will know how to:

- utilize workplace mediation theory, practice, and methods

- apply the 7-step model of effective workplace mediation
- develop an awareness of one's tendencies in thinking about and responding to workplace conflict
- develop an understanding that conflict is a natural and necessary part of life, and that how one responds to conflict determines if the outcomes are constructive or destructive
- develop an awareness that competition & collaboration are the two main strategies for effective negotiation
- understand cultural differences that affect the mediation process
- develop skills in core mediation practice suitable for workplace conflict
- effectively deal with blockages in the mediation process
- understand the basics of reaching and formalizing mediation agreements
- be aware of one's abilities and limitations in conducting workplace mediation sessions
- develop an ethical framework for the practice of workplace mediation

## Course Outlines of Workplace Mediation and Conflict Resolution Skills

### Day One

#### Introduction to Mediation Theory & Practice

- Models of mediation
- The workplace mediation process
- Case study: Intervention
- Workplace Mediation Video
- When mediation works – and when it doesn't
- The Mediator's role
- How mediation differs from other interventions
- Limitations of the role
- What do you bring to the room?
- Active listening refresher

### Day Two

#### Understanding Conflict & Negotiation

- Introducing conflict theory
- Thomas-Killman Conflict Mode Instrument TKI
- Conflict Handling Modes
- Resolving Conflict
- Elements of Negotiation
- Introduction to Reframing Techniques
- Stages of Negotiation
- The Coleman Raider "Bare-Bones" Model
- Possible Negotiation Outcomes

### Day Three

#### Elements of Workplace Mediation

- The 7-step "Eastburn" framework for effective workplace mediation
- Introducing Role play methods
- Case Study Discussion
- Caucusing Role Play
- Mediation Role Play

- Feedback and discussion on role-plays
- Impartiality

#### Day Four

##### Effectiveness of Workplace Mediation

- Joint or Co-Mediation
- Mediators at Work
- Icebergs and elephants
- Extensive Co-Mediation Role Plays
- Politics of Discourse
- Extended role-plays debriefing
- Blockages - moving disputants forward

#### Day Five

##### Reaching Agreements & Mediation Ethics

- Reaching and formalizing agreements
- Agreements Role Plays
- Follow-Up
- Ethical framework for practice
- Ongoing professional development
- Course Summary & Evaluation

## Registration form on the Training Course: Workplace Mediation and Conflict Resolution Skills

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Full Name (Mr / Ms / Dr / Eng): .....  
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### Company Information

Company Name: .....  
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### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
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### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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