



*Training Course:
Workplace Mediation and Conflict Resolution
Skills*

*19 - 23 July 2027
Kigali (Rwanda)*

Training Course: Workplace Mediation and Conflict Resolution Skills

Training Course code: PS1030 From: 19 - 23 July 2027 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € 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 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, 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

By the end of this program, participants will be able to:

- Understand the principles, theories, and models of workplace mediation and conflict resolution
- Apply a structured mediation process to resolve workplace disputes effectively
- Identify the root causes and dynamics of workplace conflict
- Use negotiation and reframing techniques to facilitate constructive dialogue between parties
- Manage blockages and emotional tensions during mediation sessions
- Demonstrate active listening, neutrality, and impartiality in mediation practice
- Develop practical skills to reach and formalize mutually acceptable agreements
- Recognize cultural differences and their impact on conflict and mediation outcomes
- Apply ethical guidelines and professional standards in mediation practice
- Reflect on personal strengths and limitations as a workplace mediator and plan continuous development

Target Audience

This course is designed for:

- HR Professionals and HR Managers
- Employee Relations Specialists
- Line Managers and Supervisors
- Team Leaders and Department Heads

- Organizational Development Professionals
- Legal and Compliance Officers involved in workplace disputes
- Anyone responsible for managing people, conflict, or employee relations in the workplace

Course Outlines

Day 1: 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 2: 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 3: 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 4: 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 5: 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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