Global Horizon
TRAINING CENTER

# *Training Course:*
# *Workplace Mediation and Conflict Resolution Skills*

*28 June - 2 July 2027*
*London (UK)*

# Training Course:
# Workplace Mediation and Conflict Resolution Skills

Training Course code: HR3022 From: 28 June - 2 July 2027 Venue: London (UK) - Training Course Fees: 5775  Euro

## Introduction

This specialized training program, designed by Global Horizon Training Center, focuses on developing practical and professional skills in workplace mediation and conflict resolution one of the fastest-growing competencies in modern Human Resources and organizational leadership.

In today s workplace, conflict is inevitable and, if not managed effectively, can significantly impact productivity, employee morale, and organizational performance. Studies indicate that managers may spend up to 30-40% of their time handling workplace disputes, while senior executives frequently engage in resolving complex issues such as grievances, disciplinary actions, and interpersonal conflicts.

This program introduces participants to structured mediation frameworks and evidence-based techniques aligned with global best practices recognized by institutions such as the Chartered Institute of Personnel and Development. Participants will learn how to act as neutral facilitators, manage difficult conversations, and guide conflicting parties toward mutually beneficial outcomes while preserving professional relationships.

## Objectives

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

- Understand the theory, principles, and models of workplace mediation
- Apply structured mediation frameworks to resolve workplace conflicts effectively
- Analyze and interpret different types of conflict and negotiation dynamics
- Develop core mediation skills including active listening, reframing, and facilitation
- Manage cultural and behavioral differences during mediation processes
- Handle resistance and blockages within mediation sessions
- Guide parties toward sustainable agreements and conflict resolution outcomes
- Recognize personal strengths and limitations as a mediator
- Apply ethical standards and professional practices in mediation

## Target Audience

- HR Managers and HR Professionals
- Line Managers and Team Leaders
- Organizational Development Specialists
- Employee Relations Officers
- Professionals responsible for handling workplace conflicts

- Individuals seeking to enhance their negotiation and mediation skills

## Outlines

### Day 1: Introduction to Mediation Theory & Practice

- Overview of mediation concepts and principles
- Models of mediation and their applications
- The workplace mediation process
- Case study: intervention strategies
- When mediation works and when it does not
- The role and responsibilities of the mediator
- Differences between mediation and other conflict interventions
- Limitations of the mediator s role
- Self-awareness: what the mediator brings to the process
- Active listening skills refresher

### Day 2: Understanding Conflict & Negotiation

- Foundations of conflict theory
- Introduction to the Thomas-Kilmann Conflict Mode Instrument TKI
- Conflict handling styles and behaviors
- Strategies for resolving workplace conflict
- Core elements of negotiation
- Introduction to reframing techniques
- Stages of negotiation processes
- The Coleman Raider Bare-Bones negotiation model
- Exploring different negotiation outcomes

### Day 3: Elements of Workplace Mediation

- The 7-step Eastburn mediation framework
- Introduction to role-play techniques
- Case study analysis and group discussions
- Caucusing techniques in mediation
- Practical mediation role-play sessions
- Feedback and performance evaluation
- Maintaining impartiality and neutrality

### Day 4: Effectiveness of Workplace Mediation

- Joint mediation vs. co-mediation approaches
- Practical insights: mediators at work
- Understanding underlying issues iceberg model
- Managing hidden conflicts elephants in the room
- Advanced co-mediation role-plays
- Managing communication dynamics and discourse
- Identifying and overcoming mediation blockages
- Techniques to move disputants toward resolution

## Day 5: Reaching Agreements & Mediation Ethics

- Structuring and formalizing mediation agreements
- Practical exercises on agreement development
- Post-mediation follow-up strategies
- Ethical frameworks and professional standards
- Maintaining confidentiality and trust
- Continuous professional development in mediation
- Program summary and 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

## Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....
Position: .....
Telephone / Mobile: .....
Personal E-Mail: .....
Official E-Mail: .....

## Company Information

Company Name: .....
Address: .....
City / Country: .....

## Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....
Position: .....
Telephone / Mobile: .....
Personal E-Mail: .....
Official E-Mail: .....

## Payment Method

☐ Please find enclosed a cheque made payable to Global Horizon

☐ Please invoice me

☐ Please invoice my company

## Easy Ways To Register

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| Telephone: +201095004484 to provisionally reserve your place. | Fax your completed registration form to: +20233379764 | E-mail to us : info@gh4t.com or training@gh4t.com | Complete & return the booking form with cheque to:Global Horizon 3 Oudai street, Aldouki, Giza, Giza Governorate, Egypt. |