

Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

Mediation Skills – 1 day workshop

SYNOPSIS

Mediation is a confidential process where an independent and impartial person facilitates communication between two or more people who are in conflict.

The mediator uses a structured process to help parties identify the key issues, find common ground, develop options, and reach an agreement that best satisfies the needs of the relevant parties.

Mediation is an important skill for HR staff and managers who seek to help conflicted parties resolve their differences.

TOPICS

- Importance of managing conflict
- Mediation legislation and guidelines
- Key elements of mediation
- Benefits & limitations of mediation
- The mediation process
- Mediation and the resolution cycle
- Necessary skills and attributes
- Dealing with 'difficult' people
- Inventing options for mutual gain
- How to overcome impasse
- Reaching agreement
- Case studies and skills practice

LEARNING OUTCOMES

- Understand when you could and should use mediation
- Know the benefits of mediation, both for Council and participants
- Be able to follow a practical process for carrying out mediation
- Demonstrate impartiality and help participants explore options and choose solutions, not give them
- Practice effective mediation skills: empathy, assertiveness, active listening and effective questioning
- Deal effectively with differing personalities and 'difficult' people

COURSE DETAILS

Delivery

Our 1-day training course provides participants with an interactive session that includes group discussions, case studies, and question and answer sessions. Customisation is available and based on individual council requirements.

Delivery Mode

Peak Services delivers Virtual or Instructor-led training workshops inhouse at your venue.

Fees and Inclusions

Please contact Peak Services for course fees or a proposal for on-site/in-house training.

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REGISTER NOW
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