



conflict resolution skills



taking it further

Once you understand what mediation is and where it can be used, you may wish to go on to find out how a step-by-step mediation model actually works, or to develop your own skills in resolving disputes.

Our one day programme, Conflict Resolution Skills, is designed to help you to develop the practical skills required to resolve conflict more constructively. The programme does not aim to train you in mediation, but rather to help you to develop confidence and competence in addressing everyday conflict.

Conflict Resolution Skills

A one day programme in responding more constructively to interpersonal conflict

“Education is not preparation for life; education is life itself.”

John Dewey

Outline

Resolving conflict can be a time-consuming and frustrating process, and can put an enormous drain on an organisation’s resources. Managers, team leaders, HR practitioners, or anyone in direct contact with service users can feel ill-equipped to deal with conflict situations which, if left unaddressed, can quickly worsen.

Responding directly to this need, this one day programme offers a practical grounding in the skills required to resolve conflict, helping you to better address both your own and others’ disagreements.

The Conflict Resolution Skills programme does not intend to train you in mediation. We are pleased to be able to offer you a number of alternative programmes if this is your particular training need, right from a brief overview, up to a full, nationally accredited qualification.

What you will learn:

- How to view and address conflict more effectively and confidently
- The skills and techniques for resolving conflict between you and others
- How to support other people who are in dispute to communicate more positively
- When it is appropriate to refer people’s disputes on to other sources of help

Content

Depending on delegates’ particular areas of interest, the Conflict Resolution Skills programme can include worked examples of:

- Workplace conflicts
- Bullying, harassment and discrimination cases
- Managing complaints
- Housing and homelessness scenarios
- Inter-generational conflict
- Neighbourhood and community conflict

The course is particularly focussed on skills development rather than on theory, and takes a learning-by-doing approach to the subject. When delivered in-house to your own organisation, we aim to customise the examples and case scenarios to be directly relevant to the types of conflict that you are most likely to come across.

Who is the course for?

This one day course is designed for managers, team leaders, human resources professionals, those working with the public, or indeed anyone who is interested in how better to resolve conflict between colleagues, managers, clients and service users.

Previous trainees have included:

- Human resources practitioners
- Staff with managerial responsibilities
- Team leaders
- In-house trainers
- Complaints managers
- Housing & homelessness workers
- Trade union representatives
- Front line workers

Course delivery

This highly interactive programme is delivered by a practising mediator, and aims to develop both your skills and understanding relating to early, informal, and constructive responses to conflict. Demonstrations, practical exercises and DVD clips are used in order to both illustrate the skills and to help you to put them into practice.

Course numbers are limited so that all delegates will get an opportunity to practise their skills, receive feedback, and gain a practical understanding of how better to develop their own confidence and competence in this area.

Facts & figures

- **Numbers on the course:** 6-16
- **Number of days:** 1 day
- **Running times:** 9.30am-4.30pm
- **CPD points:**
 - The Law Society - 6 CPD hours

What next?

- Conflict Resolution Skills runs at public venues around the UK at various times of the year. Please visit our website or call us to find out when the next open course will be running in your area
- The programme is highly suited to delivery as an in-house training course or staff development event. This has the added advantage that we can customise the course to your particular area of interest, and can deliver it when and where you choose. We would be glad to discuss this option with you
- If this course is not quite what you need, you might consider undertaking one of our other mediation training courses

“The course provided really clear skills for working within the new Code of Practice for workplace disputes.”

KS, HR Director



contacting us

Firstly we would like to thank you for taking an interest in our course, and hope that it answered all of your burning questions! If you would like to get in touch please use one of the following ways:

Website: www.ukmediation.net

If you require further information concerning course dates, finding a mediator, or if you want to find out more about mediation in general, please visit our website.

Booking by phone: 01773 822222

For those of you that would rather book over the phone, we have incorporated this facility, which makes payment fast and simple. This also allows you to talk to a trainer or adviser before you make the decision to book. Call 01773 822222 to book a course or speak to one of our sales advisors.

Booking online: bookings@ukmediation.net

We can e-mail you a booking form, which can be emailed back to us. We will then deal with it within 24 hours, to ensure that your place is confirmed.

Booking by post: 8 Green Lane, Belper, Derbyshire, DE56 1BY

Alternatively you can complete a booking form and post it back to us. The booking forms can be downloaded online or we can send you one with our information pack on request.

We also accept payment via all major credit and debit cards, to make the transaction smooth for you.

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