



## HANDLING CONFLICT THROUGH MEDIATION ILM Approved Programme

### Overview

How you understand conflict will guide the way you deal with it. Life is full of annoyances, opposing interests, cultural differences, differences of opinions and divergent interpretations. Only a fraction of those grows into a pattern of hostilities – those more serious we define as conflicts. Conflicts emerge when disagreements, differences or inequalities threaten something important.

For many of us disputes seem irrational or trivial and we ask the question why these people fighting about this? However people do not usually expend such intense energy on things that don't matter to them. The big problem somebody else usually has to deal with it and assist in helping the disputants find a solution, that person could be you and this course is designed to help you in managing the process.

### Objectives

By the end of the course participants will be able to:

- Identify why conflict between people in the workplace occur
- Distinguish when conflict is good and when conflict is bad
- Establish the difference between positions and interests
- Recognise the tactics people use in conflict situations
- List and identify the 5 classic conflict resolution strategies
- Apply the principles of mediation

### Target Audience

Especially for managers and supervisors but also for anybody working with other people.

## Programme

### Day 1

- Welcome & Introductions - Why I want to work with conflict?
- Groundrules/Codes of Conduct
- Understanding disputes and disputants
- How mediation works
- Key skills, attitudes and knowledge - a self-assessment
- Active listening
- Building rapport

### Day 2

- Review
- Preparing for face to face disputes:-
  - Welcomes, introductions and groundrules
  - Uninterrupted time
  - Managing conflict
  - Reframing and neutral language
  - Identifying key facts and issues
  - Sorting the issues
  - Enabling feelings to be expressed
  - Agreeing the issues to be discussed
  - Generating options
  - Facilitation skills
  - Constructing an agreement
  - Closure

**Duration**

2 days

**Facilitator**

**Mel Thomas of Mel Thomas and Associates.** Mel is an independent consultant in the field of Organisational, Management and Employee Development. He is a qualified Counsellor and works as an Industrial Mediator in conflict situations in organisational settings as well as training and supervising Mediators. He has worked with a vast array of organisations including Lancashire Police, West Yorkshire Police, Greater Manchester Police, North Lincolnshire Council, Lancashire County Council, North West Employers Organisation, Trafford Council, BAE Systems, The Walton Centre, Liverpool Heart and Chest Hospital, Salford Council to name but a few.

**Total programme hours - 12**