

# Facilitated Conversations™



A one or two-day course - Essential facilitated conversations and mediation training for HR, line managers, leaders, union officials and others.

## About the course

Increasingly, HR professionals, managers, union official and others are being called upon to spot, prevent, and resolve workplace disputes before they escalate or explode. In the new dispute resolution reality, HR teams are adopting the role of mediators and facilitators within the modern organisation.

This one or two day programme specially designed for HR and ER professionals builds on their experiences of grievance resolution.

The program provides managers and leaders with the skills, competencies and strategies to undertake effective dispute resolution as part of their existing role.

The course offers a tried and tested model of mediation along with a series of practical tips and guides to secure a constructive resolution in workplace grievances and disputes. It also enables HR and ER professionals to provide coaching and support for managers to help them secure constructive outcomes without the need for recourse to formal grievance, disciplinary or performance management procedures.

### Key programme objectives:

- Participants will understand the nature of conflict
- Be able to set up and manage facilitated conversations with care and control
- Use key skills and techniques to prevent and resolve conflicts before they escalate

*“The training met all of my objectives, I particularly liked the mix of theory and practice. This is an excellent foundation course, full of theory and practical with useful tools and framework for future use.”*

Tara Bicker, Senior HR Advisor  
Shooting Star Chase, Children’s Hospice Care

## Key benefits:

- The skills necessary to preserve the psychological contract by detecting, preventing conflict from escalating and resolving conflicts at an early stage
- The model you need to set up and conduct successful facilitated conversations and mediations
- The confidence to bring awareness about informal resolution to their colleagues and promote a non-adversarial culture in your organisation

## Potential delegates:

We recommend this course for Managers, leaders, HR professionals and others responsible for managing conflict and change

## In-house training – a bespoke solution for your business:

We can design and deliver all of our courses on an in-house basis. Please contact our Business Development Team on [0800 294 97 87](tel:08002949787) for more details.

## Learning styles and aftercare

This course utilises a variety of teaching styles, including facilitator presentation, participant discussion, personal reflection, group exercises and scenarios, workshops and role-plays. All activities take into account participants' individual learning styles and provide a broad range of experiential and shared learning.

All delegates receive twelve months' follow up support to help them to embed the learning.

## Why choose TCM?

- We have over 14 years' experience of designing and delivering world class training.
- We share our expertise and we draw on our depth of knowledge whilst making our courses accessible and fun.
- We tailor our in-house courses to your requirements

# The course outline

## Day 1

### Module 1

The nature of conflict

- Destructive and constructive conflict
- Conflict management styles

### Module 2

Facilitated conversations and Mediation

- Context and benefits
- Role of the facilitator

### Module 3

The FAIR model

- Introducing the FAIR model
- Managing individual meetings
- 5 stages of the joint meeting
- Demonstration of FAIR model

## Module 4

The 5 core mediation skills

- Securing a commitment
- Impartiality
- Review of the day and Close

## Day 2 (optional)

Additional opportunity for skills practice, consolidation and feedback

## Module 5

Skills practice and role play

- Active Listening
- Reframing
- Problem Solving
- First meetings
- Joint meeting