



## CORE MEDIATION SKILLS™

Learn how to nip workplace  
conflict in the bud!



## CORE MEDIATION SKILLS™

## INTRODUCTION

The need for managers to possess mediation and diplomacy skills is more important now than perhaps it has ever been.

This one-day course, delivered in the classroom or online, presents your managers with the vital skills that they need to understand how, and why, disputes occur and most importantly, how to respond when they do. Delegates develop the confidence, the competence and the courage to spot, prevent, and resolve a broad range of workplace disputes and disagreements.

The course utilises best practice in all aspects of mediation, collaboration, positive psychology, emotional intelligence and conflict management. TCM's world class trainers provide the skills and strategies that every manager needs to nip issues in the bud - before they escalate out of control.



## OBJECTIVES

Participants benefit from attending this course in the following ways:

- ✓ Understand the nature of mediation including the role of the mediator and the benefits of mediation.
- ✓ Develop practical skills and strategies to spot, prevent and resolve office disputes and disagreements.
- ✓ Understand how to use TCM's award winning FAIR Mediation Model™ to address conflict at work and to bring disputing parties together.
- ✓ Learn how to apply mediation skills such as empathy, reframing, active listening, and win/win negotiation into a wide range of management challenges such as managing change, improving performance, and driving engagement.
- ✓ Understand how to create and manage boundaries and set clear goals.

**This course was really informative and engaging. Practical training delivered by approachable and knowledgeable put these skills in to practice. TCM's training has fully achieved my expectations.**

ELLIE PIKE, HR ADVISOR AT PENGUIN BOOKS





## THE COURSE OUTLINE



## WHO IS THIS COURSE FOR?



### Module 1: The nature of conflict and the principles of mediation

- The nature and impact of disputes and disagreements at work.
- What is mediation, the role of the mediator and the benefits of mediation.
- Walk through the mediation processes.



We recommend this course to junior, middle and senior managers, supervisors and team leaders.



### Module 2: Introducing TCM's FAIR Mediation Model™

- Facilitate – to make a difficult situation easier.
- Appreciate – to act neutrally and with empathy.
- Innovate – to identify creative outcomes.
- Resolve – to wrap up effectively.



### Module 4: Skills practice and reflections

- Managing mediation meetings.
- Feedback from peers and trainers.
- Debrief.



### Module 3: Core Mediation Skills

- Active listening - Hearing what people are really saying.
- Building trust and rapport.
- Remaining neutral and objective.
- Funnelling and root cause analysis.
- How to react to strong emotions.
- Exploring positions, interests, and needs.
- Developing and agreeing an action plan.



### Module 5: Wrap up

- Key learning and next steps.
- Personal action plan.
- Learning logs and delegate zone.





## FLEXIBLE DELIVERY

This course can be delivered flexibly, as follows:

- 1 day online.
- 1 day in the classroom.
- A mix of 4 hours online, followed by half a day in the classroom for face to face practice.

**Trainers:** Delivered by TCM's expert trainers. Whether delivered online or face to face, this course uses a variety of teaching styles, is highly interactive and enables participants to apply and receive feedback on their skills.



## FLEXIBLE LEARNING

This TCM flexible learning programme incorporates pre and post course learning to support participants' development of knowledge and skills. All delegates receive 12 months follow up support to help them to embed the learning. Participants can develop peer networks through interaction before, during and after the programme to share knowledge and resources. In-house programmes can be customised to include:

- ✓ Coaching.
- ✓ Team development.
- ✓ 360 degree feedback.
- ✓ Personality profiling.

Core Mediation Skills™ can be incorporated into a wider modular development programme for in-house leadership development programmes with any of our leadership, communication and mediation courses in a fully customised blended learning programme.



## AFTERCARE & SUPPORT

TCM delivers extensive support for delegates on all of our courses before, during and after the course concludes.

- ✓ Training delivered by a world class trainer who has practical experience of the subject being taught.
- ✓ The unique online TCM Delegate Zone™ which includes useful tool-kits, check sheets, videos, papers and other resources for delegates.
- ✓ Free copy of the TCM Delegate Pack.
- ✓ One to one coaching for delegates during the course and once the course concludes, support via the TCM helpline as required.
- ✓ Full access to the amazing resources of the TCM Community for all delegates including lifetime phone and email support.
- ✓ A free refresher workshop or webinar 6 months after the training concludes.

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Train · Consult · Mediate

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