

# Mediation-4-Managers & Conflict Management (2 Days)

## INTRODUCTION

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Whilst intuition and reasonableness are important aspects of responding to conflict it is not enough to rely on these things if we are going to be consistent and fair, prevent further harm being done and arrive at lasting solutions. Managers therefore need a framework within which they can discover what works well or them and how effective they can really be at resolving their own conflicts or intervening as a Manager. This course covers mediation and workplace conflict resolution skills suitable for managers in all type of organisations.

## COURSE OBJECTIVES

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At the completion of this course participants should be able to:

1. Understand the positive and negative aspects of workplace conflict
2. Apply effective communication strategies to resolve workplace conflict situations
3. Apply reframing techniques so that conflict can be resolved collaboratively
4. Use basic mediation skills to resolve conflict in the workplace

## COURSE CONTENT

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- Resources for responding to conflict
- Positive & Negative Conflict
- Analysing Your Conflict Handling Behaviour (styles)
- Resolving and Managing Conflict
- Dealing with 'difficult' customers and co-workers
- Handling emotion and aggression
- Workplace mediation skills for Managers and Supervisors
- Use of reframing techniques in mediation

Please Note: This course is not intended to equip or accredit participants to be 'mediators.' Mediation training can require up to sixty hours of instruction. This course will cover introductory skills based training only.

## COURSE INSTRUCTOR

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Tony Buon Dip. Wel., B.A (Psych), M.A (Hons) M. Litt (equiv) Dip Med, Grad Edu, CEAP, Cert.Med, MMII

Tony is a very experienced mediator, workplace psychologist, coach and author. He is a Certified Employee Assistance Professional (CEAP) and a Certified Mediator (MII). Tony has over thirty years' experience working with some of the world's leading organisations in over 30 countries.

Tony holds graduate and post-graduate degrees in psychology, behavioural sciences, and workplace education. Tony has taught Leadership, Psychology and Human Resources Management up to Master's Level in Universities and Colleges in Australia and the UK and has also taught on an accredited M.B.A. programme.

Tony has worked with a number of leading organisations including 3M, ABB, Accor, ADCO, Atos, AXA, BP, BUPA, CIC, CNPC, Chevron Texaco, Coca-Cola, Continental Tyres, CSR, Diageo, Dolphin Energy, Dublin Airport Authority, DuPont, Halliburton, KNPC, London Hospital, Marathon Oil, Midlothian Council, NHS, Scottish Police College, Shell, Sonatrach, Sydney 2000 Olympic Games, Talisman, and University College London.