

# Mediation 4 Managers 2-Day Training Course



This is an exciting and practical mediation skills and conflict management training course from one of Europe's leading mediation providers. This skills based training is suitable for leaders, managers and supervisors in all type of organisations.

**buonconsultancy**  
solving problems

# Professional and affordable training - £895<sub>+VAT</sub> per day conducted on-site

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

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

**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—aimed at managers.

## Comments from previous participants:

"...one of the best courses I have ever attended!"

"I can't believe how much I learnt. I feel much more confident to handle workplace conflicts"

"...the trainer was excellent and the individual coaching fantastic"

"I loved that the course focused on the practical skills relevant to my job"

"great course and I liked the practical approach"

## Course Content

- Resources for responding to conflict
- Positive & Negative Conflict
- Analysing Your Conflict Handling Behaviour
- Resolving and Managing Conflict
- Dealing with 'difficult' people
- Handling emotion and aggression
- Mediation skills for Managers and Supervisors

## Your Trainer



The trainer is Tony Buon, the Managing Partner of Buon Consultancy. He is a well known workplace mediator with over 20 years experience as a mediator instructor. Tony is also a qualified workplace psychologist, educator and author.

Tony holds Diplomas in Mediation, Conflict Resolution, Counselling and Teaching. Degrees in Psychology and Behavioural Sciences and Post-Graduate Qualifications in Education and Organisational Psychology. He is also a Certified Employee Assistance Professional (CEAP) and an Accredited Mediator (MII).

Tony has over 30 years of tertiary teaching experience and has taught up to Master's Level in Universities and Colleges in Australia, China and the UK.



Some of the over 1000 organisations Tony has worked with includes; 3M, Accor, Aramco, AXA, the British Council, BP, Coca Cola, CiC, CSR, DAA, Diageo, Dorset Police, DAA, DuPont, EAPA, ENI, Hampshire Council, NHS, Scottish Police College, & the Sydney Olympics.

**Buon Consultancy, 20-22 Wenlock Road,  
London, N1 7GU**

**Enquiries to: Tony Buon 07762709377 (mob)  
Email: [info@buon.net](mailto:info@buon.net) Web: [www.buon.net](http://www.buon.net)**