



LEEDS



Mediation Skills



NEWTRICKS
ADVANCED BUSINESS TRAINING

Course Aim

To enable managers (or nominated mediators) to assist staff members who are in dispute. This course shows how to explore and understand differences and, if possible, to settle them. Ultimately, this will increase team motivation and reduce the need for formal interventions.

Topics covered

Initial meetings

- First separate contact with the parties in dispute
- Ensuring success through clear information and understanding
- Ensuring commitment

The mediation meeting

- Setting the scene and hearing the issues
- Exploring and working on the issues
- Building agreements
- Closure

The mediation agreement

- Recording agreements
- What if agreement isn't reached
- Contingency planning
- Ethics and confidentiality
- Mediation with managers and employees

Alternatives to mediation

- Recognising when mediation is inappropriate
- What to do when mediation is inappropriate

Course Duration

1 day

Maximum number of delegates

Minimum numbers 4, maximum numbers 15

Cost

£150 per person including:

- Trainer
- Training materials
- Unlimited tea and coffee
- Energising snacks
- 2 course hot and cold buffet lunch
- All prices exclude VAT

If accommodation is required bed and breakfast will be charged at £75.00 per room based on single occupancy.

How to book

Contact our events office on sales@weetwood.co.uk or telephone 0113 230 6000. Weetwood Hall terms and conditions will apply to all bookings.