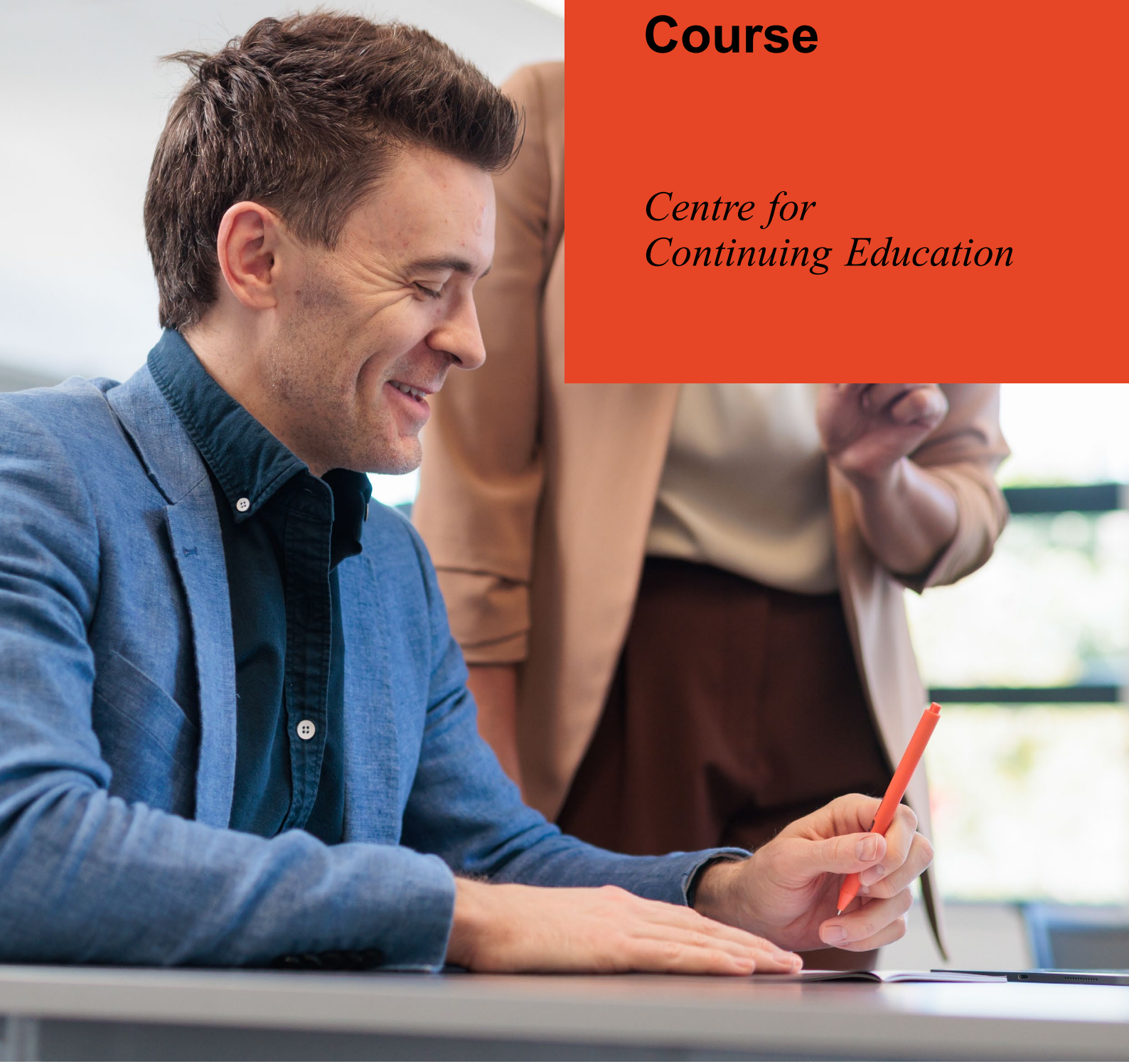




THE UNIVERSITY OF
SYDNEY

Conflict Management and Mediation Skills Course

*Centre for
Continuing Education*



Conflict Management and Mediation Skills Course



Sorting out conflict is one of the most challenging responsibilities you'll face as a people manager. Learn to meet that challenge with confidence, using simple mediation techniques. Minimise risk and maximise team productivity by assisting your people to sort out 'personality differences', disagreements and conflicts.

Intended audience

Suitable for managers, supervisors and team leaders, who have at least 3 years' experience in people management. It would also benefit business owners and entrepreneurs seeking to improve their influencing skills.



Course duration

1 session, 8 hours total



Time

9am - 5pm



Format

Face-to-face
or
Online in real-time



Dates

Browse available
[course dates](#)

Prerequisites

As this course is suitable for people who are in management or senior supervisory roles, it is assumed you already possess basic skills in active listening, questioning and leading workplace conversations as well as experience managing people.



Upon completion

Every participant receives a University of Sydney certificate of completion.



Aims

Take your people management skills to a higher level, by learning simple mediation techniques. Decide when it's appropriate for you to mediate and when you need additional help from a professional. Use a four-step process for addressing conflict between team members. Set a constructive tone for discussion, using positive framing techniques. Help team members discuss their needs and concerns successfully, by posing solution-focused questions. Use conflict-mapping techniques to facilitate problem-solving discussions. This course gives you practical tools for addressing team conflict in the early stages and preserving positive team dynamics.



Learning outcomes

By the end of this course, you should be able to:

- apply basic mediation techniques appropriately in a workplace context
- define mediation and the manager's role in informal mediations
- plan and lead a simple mediation conversation, using a four-step process
- establish ground rules for the discussion and explain the mediation process to others
- help team members isolate and address key issues in their conflict
- map the perspectives of each party, to build mutual understanding
- guide the process of developing mutually agreeable options and creating an action plan.



Content

What is mediation?

Mediation is a process for resolving conflicts or disputes. It aims to create solutions to problems and resolve workplace disagreements constructively. Discuss a range of ways team conflict can be addressed, and use a simple checklist to determine whether informal mediation will be a useful approach to take in your team's situation.

Your role as mediator

A mediator's role is to facilitate, not adjudicate. Discuss the difference between these two approaches and learn how to set the frame for a mediation session. Apply key principles of effective mediation in your workplace setting. Learn the dos and don'ts of your role as mediator.

Planning and structuring a mediation

Define the key stages of a mediation. Create a plan for your mediation. Prepare a suitable environment for the mediation session. Explain the mediation process to your team members and set boundaries and guidelines for the conversation.

Helping people focus on issues

Stage one of mediation is defining the core issue/s to be addressed. This isn't always simple, as emotions may be running high at the start of the conversation. Learn how to facilitate a conversation in which your team members define the key issue in neutral language. Open the mediation on a positive note. Help others separate the people from the problem – so they can address the issue logically rather than emotionally. Use fishbone diagrams to identify potential contributing factors.



Content contd...

Drawing out needs and concerns

Before people can generate options for resolving their differences, they need to fully understand each other's needs and concerns. Discover how to frame and guide a conversation about these two key elements. Use neutral questions and reflective statements to facilitate an open exchange of perspectives, whilst maintaining a respectful and psychologically safe space. Create a 'conflict map' to guide the conversation and track the key needs and concerns as they emerge.

Facilitating the solution-building process

The aim of mediation is to build win-win solutions. Learn how to explain what win-win is to your staff. Use solution focused questions to guide the solution-building process. Create an option generator to deal with complex issues or use simple brainstorming techniques to keep the conversation outcome-focused.

Building an action plan and closing the mediation

The output of a successful mediation discussion is an action plan. Use nominal group technique to guide your team members through the process of selecting their best options and creating their action plan. Ensure that a follow-up meeting is scheduled to check on progress with implementing this plan. Use positive framing techniques to close the conversation on a high note.



"The course was informative and interactive. It gave us the basic tools to deal with conflicts, manage them and mediate when necessary.."

Suma Pillai



Delivery style

You'll learn through a variety of methods including:

- mini-lectures
- practical demonstrations
- role plays or simulations in which you apply new skills
- group discussions

- Q & A sessions
- detailed course notes
- custom-made video vignettes.

Materials

Course handouts are distributed electronically.



Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

[Learn more](#)



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We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,
inspire leadership

For more information

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