



Workplace Mediation & Conflict Resolution

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Workplace Mediation & Conflict Resolution

5 days training course

For detailed information on training course dates, please click the link:

[Workplace Mediation & Conflict Resolution.](#)



Course Overview

This course focuses on equipping professionals with the skills to effectively mediate conflicts and resolve disputes within the workplace. Participants will gain a deeper understanding of conflict dynamics, mediation techniques, and strategies for fostering a collaborative work environment. Through practical exercises and case studies, attendees will develop the ability to navigate difficult conversations, manage conflicts constructively, and facilitate mutually beneficial solutions.

Objectives:

- Develop the ability to identify and analyze conflicts in the workplace.
- Learn the core principles and practices of mediation and conflict resolution.
- Acquire techniques to manage emotions and prevent escalation during disputes.
- Improve skills in negotiating and facilitating win-win solutions.
- Enhance communication strategies for managing conflicts and fostering cooperation.
- Build the confidence to mediate and resolve conflicts as an impartial third party.

Who Should Attend:

- HR professionals and managers involved in conflict resolution and employee relations.
- Team leaders and supervisors who need to address workplace conflicts.
- Professionals working in environments with diverse teams and high potential for conflict.
- Anyone interested in improving their communication and mediation skills in the workplace.

Course Outline:

Day 1: Introduction to Workplace Conflict and Mediation

- Understanding the nature of conflict in the workplace.
- Types of workplace conflicts and their impact on team performance.
- Introduction to mediation and conflict resolution concepts.
- The role of the mediator: Impartiality and neutrality.
- Case studies: Common workplace conflicts and initial analysis.

Day 2: Mediation Process and Techniques

- Stages of the mediation process: Preparation, negotiation, and agreement.
- Building rapport and trust as a mediator.
- Active listening techniques and their role in mediation.
- Questioning and reframing skills for effective mediation.
- Role-playing: Practice mediation scenarios.

Day 3: Conflict Resolution Styles and Strategies

- Identifying different conflict resolution styles: Avoiding, accommodating, competing, compromising, and collaborating.
- Matching resolution strategies to the type of conflict.
- Managing emotional responses during conflict resolution.
- Techniques for defusing hostility and fostering a collaborative environment.
- Case study: Conflict resolution in practice.

Day 4: Overcoming Barriers to Resolution

- Identifying barriers to successful conflict resolution.
- Managing power imbalances in the mediation process.
- Overcoming communication breakdowns and misunderstandings.
- Dealing with uncooperative participants and difficult behaviors.
- Techniques for maintaining objectivity and emotional control.

Day 5: Advanced Mediation Skills and Organizational Conflict Management

- Mediation in high-stakes or complex conflict situations.
- Designing conflict resolution systems within an organization.
- Using mediation to prevent future workplace conflicts.
- Developing strategies for managing ongoing conflicts.
- Final role-play: Mediating a challenging workplace conflict.



DOCUMENTATION

The **MTC team** has meticulously prepared **high-quality training materials** for distribution to all delegates.

CERTIFICATES

An **accredited Certificate of Completion** will be awarded to participants who successfully attend and complete the program.

SCHEDULE

Course sessions are scheduled as follows:

- **Morning Session:** 09:00 AM – 1:00 PM
- **Afternoon Session:** 01:00 PM – 05:00 PM

REGISTRATION & PAYMENT

To register, please complete the **registration form** available on the course page and submit it with your **preferred payment method**. Alternatively, you can contact us via **email or WhatsApp** for assistance.

TRAVEL & TRANSPORT

We ensure a **seamless travel experience** by providing **airport-hotel-airport** transfers for all participants.