



Workplace Mediation Skills Training

Our one day interactive training course, delivered by Andrew Lancaster, Partner and accredited mediator together with Matthew Wort, employment lawyer experienced at resolving conflict in the workplace will enable delegates to:

- Understand the workplace mediation process;
- Consider how mediation can best be used within your organisation; and
- Develop mediation skills which can be used to help resolve conflict in the workplace.

What will the training cover?

An introduction to mediation in the workplace

- What is mediation?
- How does it work?
- The stages of a mediation
- When can it be used?
- How does it fit in with your existing policies and procedures?

An introduction to mediation skills

- Different approaches to mediation
- Principled negotiation
- Listening and reflecting
- Questioning
- Dealing with difficult behaviours
- Overcoming deadlock
- Things to avoid
- Capturing outcomes

The training will be highly interactive, incorporating a series of practice based learning exercises. The precise content will be tailored to your organisation's needs.

If you would like more details or to book a training day please contact **Matthew Wort** on **0121 214 3501** or **matthew.wort@anthonycollins.com**