

MEDIATION SKILLS FOR MANAGERS & TEAM LEADERS

BUILDING BRIDGES TO RESOLUTION

Do you find yourself in the middle of others in dispute?
Are you looking to develop your skills in resolving conflict and reaching agreement?

Who Can Benefit?

This Workshop is designed for managers and team leaders whose role requires them to resolve disagreements and conflict between members of their team. Effectively managing these situations involves helping team members to understand one another and to overcome the negative communication patterns that arise from conflict.

The training recognises that a manager is not a completely impartial mediator, however a manager or team leader can strategically use mediation skills to build trust, common ground and achieve practical agreed outcomes when facilitating discussions between their staff.

Program Content

This 1 Day Workshop covers:

Mediation skills

- Key mediation skills for managers and team leaders
- Understanding impartiality and how it applies to your role as manager/team leader
- Creating a framework for discussion of sensitive issues

Conflict Resolution

- Skills for defusing tense situations
- Coaching and supporting staff in improving their conflict resolution skills
- Recognising and overcoming impasses
- How to challenge fixed positions

Building Bridges

- Create common understanding and a focus on issues
- How to build common ground
- Changing patterns of conflict and taking a solution focus

Approach to Training Delivery

Our practical training style addresses knowledge, skills and attitudes through a stimulating environment that includes:

- Case scenarios from participants' own work
- Observation and practice of mediation
- Group Discussion

Course Presenter

Ebohr Munoz is a conflict resolution consultant and learning facilitator who has achieved positive outcomes in mediation of multi-party conflicts, workplace disputes, family dispute resolution, complaints resolution and facilitation of groups. He also has experience as a team leader and as a lawyer. He has facilitated and coached people through challenging, stressful and at times highly emotional conflicts and discussions.

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