

# MEDIATION: THE RIGHT CHOICE AT THE RIGHT TIME

## TRANSFORMING WORKPLACE CONFLICT INTO CONSTRUCTIVE ENERGY

**Duration: One day**

Conflict is inevitable but professional mediation can resolve it in an informal, confidential, safe and constructive way. Join us and learn from our experts how you can benefit from mediation to transform workplace conflict into a positive force.

This **one-day programme** is divided into **two sessions**, providing concrete examples of: mediation process and how it works; how to prepare for mediation; and what to expect throughout the process.

We will show you how skilled mediators can help to resolve workplace conflicts and teach you effective strategies to prevent future conflicts from arising.

Learn how, through mediation, you can transform a negative conflict into a positive experience and end up with a win-win resolution.

On completion of the training, participants will understand:

- ♦ Mediation and its benefits
- ♦ The roles of the mediator and the parties
- ♦ Problem-solving strategies at work
- ♦ How positive communication skills will benefit you
- ♦ The advantages of understanding all sides of the conflict
- ♦ The difference between helpful and unhelpful behaviour.

For more information and scheduling, please contact:

Email: [ombudsmediation@fpombudsman.org](mailto:ombudsmediation@fpombudsman.org)

Phone: +1 (646) 781-4083

Also available in French and Spanish