

CONFLICT MANAGEMENT FOR LEADERS

MEDIATION PRINCIPLES, SKILLS AND TECHNIQUES TO MANAGE CONFLICT AT WORK MORE EFFECTIVELY.

Duration: Two Days

Everyone in a supervisory position must deal with conflict in the workplace. Seasoned mediators of the Office of the Ombudsman for United Nations Funds and Programmes will show you how to be more confident and effective in helping people (including yourself!) involved in conflict.

This **two-day training** is divided into **four half-day modules** that can be taken either consecutively or at different times. Thanks to presentations, interactive sessions and group activities, the participants will learn various strategies for conflict prevention and resolution, with a focus on tested mediation skills. Participants will apply these strategies in simulations of increasing complexity, with the key objective of developing mediation competencies. Keeping in mind the cultural and geographical diversity of United Nations staff, emphasis is given to cross-cultural communication.

On completion of the training, participants will be able to:

- ◆ Explain the mechanisms of conflict resolution and their application in a workplace context;
- ◆ Understand the fundamental concepts of effective negotiation, mediation and cross-cultural communication;
- ◆ Appreciate the potential of third-party intervention in workplace conflicts;
- ◆ Assist more effectively in the management of conflicts around them.

For more information and scheduling, please contact:

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Also available in French and Spanish