

MEDIATION: Key Principles and Techniques.

(Helping ourselves and others in conflict)

Duration: One day

Though conflict at work is inevitable, with a proper understanding of the principles and skills of mediation, it can be managed, and often resolved, more effectively. Join us for a day of intensive learning from our experts through direct experience, observation, enhanced practice and reflection.

This **one-day programme** will first show you — through direct practice, observation of professional mediators and short presentations — why mediation continues to grow in popularity as a means to address workplace conflict. Next, the program will allow participants to apply professional mediation techniques in simulated scenarios and reflect on how to incorporate these techniques into their daily lives.

Specially designed for HR and other helping professionals, the course is recommended to anyone who wants to learn, and practice, how to become more effective in dealing with all sorts of conflicts, particularly at work.

On completion of the training, participants will have:

- ♦ Tried to mediate a dispute.
- ♦ Observed professional mediators at work.
- ♦ Learned about fundamental techniques mediators use.
- ♦ Applied these techniques to conflict scenarios.
- ♦ Reflected on how to integrate these techniques into their daily lives.

For more information and scheduling, please contact:

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Available soon in French and Spanish