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For Training and Development

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Course: Workplace Mediation and Conflict Resolution Skills

Code	City	Hotel	Start	End	Price	Language - Hours
209	Kuala Lumpur (Malaysia)	Hotel Meeting Room	2025-05-05	2025-05-09	4450 €	En - 25

The Course

This skills based course covers the new and exciting area of Workplace Mediation and conflict resolution. Workplace mediation is now seen as an essential skill for personnel and human resource professionals and is the fastest growing area of professional development in modern HR practice.

In any workplace we can be guaranteed that we will come across conflict. Up to 30-40% of a typical manager's time can be spent dealing with conflict. Senior executives report spending up to 20% of their time in activities involving issues such as harassment and dismissal.

A survey conducted by Price Waterhouse and Cornell's PERC Institute on Conflict Resolution of over 530 Fortune 1000 corporations stated that 90% of respondents view conflict management as a critical cost-control technique and 88% of respondents reported using mediation in the last three years.

Mediation is generally defined as the intervention in a negotiation or a conflict of an acceptable third party who has limited decision-making power, who assists the involved parties to reach voluntarily a mutually acceptable settlement of the issues in a dispute. In addition to addressing the substantive issues, mediation may also establish, strengthen or terminate the relationships between parties in a manner that minimises psychological harm. Essentially, mediation is a dialogue or negotiation with the involvement of a third party.



The Goals

To help you learn how to:

- understand of workplace mediation theory, practice and methods
- apply a model of effective workplace mediation
- interpret cultural differences that affect the mediation process
- develop your skills in core mediation practice suitable for workplace conflict
- effectively deal with blockages in the mediation process
- understand the basics of reaching and formalising mediation agreements
- be aware of one's own abilities and limitations in conducting workplace mediation sessions
- develop an ethical framework for the practice of workplace mediation

The Process

Self-assessment, case study, role-play, small group work, facilitated exercises and feedback to facilitate learning and assist participants to raise their confidence and improve their skill level.

The Results

Following completion of this unit, you will know how to:

- utilise workplace mediation theory, practice and methods
- apply the 7-step model of effective workplace mediation
- develop awareness of one's own tendencies in thinking about and responding to workplace conflict
- develop an understanding that conflict is a natural and necessary part of life, and that how one responds to conflict determines if the outcomes are constructive or destructive



- develop an awareness that competition & collaboration are the two main strategies for effective negotiation
- understand cultural differences that affect the mediation process
- develop skills in core mediation practice suitable for workplace conflict
- effectively deal with blockages in the mediation process
- understand the basics of reaching and formalising mediation agreements
- be aware of one's own abilities and limitations in conducting workplace mediation sessions
- develop an ethical framework for the practice of workplace mediation

The Programme Content

Day One

Introduction to Mediation Theory & Practice

- Models of mediation
- The workplace mediation process
- Case study: Intervention
- Workplace Mediation Video
- When mediation works — and when it doesn't
- The Mediator's role
- How mediation differs from other interventions
- Limitations of the role
- What do you bring to the room?
- Active listening refresher

Day Two

Understanding Conflict & Negotiation



- Introducing conflict theory
- Thomas-Killman Conflict Mode Instrument (TKI)
- Conflict Handling Modes
- Resolving Conflict
- Elements of Negotiation
- Introduction to Reframing Techniques
- Stages of Negotiation
- The Coleman Raider “Bare-Bones” Model
- Possible Negotiation Outcomes

Day Three

Elements of Workplace Mediation

- The 7-step ‘Eastburn’ framework for effective workplace mediation
- Introducing Role play methods
- Case Study Discussion
- Caucusing Role Play
- Mediation Role Play
- Feedback and discussion on role-plays
- Impartiality

Day Four

Effectiveness of Workplace Mediation

- Joint or Co-Mediation
- Mediators at Work
- Icebergs and elephants
- Extensive Co-Mediation Role Plays



- Politics of Discourse
- Extended role-plays debriefing
- Blockages - moving disputants forward

Day Five

Reaching Agreements & Mediation Ethics

- Reaching and formalising agreements
- Agreements Role Plays
- Follow-Up
- Ethical framework for practice
- Ongoing professional development
- Course Summary & Evaluation



The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

• **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

• **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

• **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

• **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

• **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

• **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

• **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

• **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

• **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

• **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.