

Managing Conflict

An Introduction to Mediation and Effective Communication Skills

DAY ONE

9.45am	Arrivals, tea and coffee
10.00am	Introductions
10.15am	Looking at conflict. Why does it happen ?
11.00am	Hooks and triggers Self awareness session
11.30 -11.45am	Tea/Coffee
11.45am	The Bus Queue – conflict in action
12.15am	So what is mediation ? What mediation is not Key elements of mediation The Mediation Process
1.15-1.45pm	Lunch
1.45pm	Key Mediation skills Active listening Questioning skills
2.45-3.00pm	Tea/Coffee
3.00pm	Peeling the Onion Content and Process
4.15pm	Delegate Forum
4.30pm	Close

DAY TWO

9.45am	Arrivals, tea / coffee
10.00am	Reflections on Day One
10.15am	Issues, Positions & Interests Useful language in mediation Questioning / Listening skills revisited Reframing / Reflecting and Summarising
11.30-11.45am	Tea/Coffee
11.45am	MINI-MEDIATION see mediation in action ! (Using actresses as parties to the mediation) Feedback Encouraging people to mediate
1.15-1.45pm	Lunch
1.45pm	Difficult behaviour and defusing strategies ROLE PLAYS and COACHING SESSION
3.00pm-3.15pm	Tea/Coffee
3.15pm	What people need to be able to negotiate Telephone skills 17 steps for handling difficult telephone calls Conflict management styles
4.15pm	Delegate forum - reflections on training
4.30pm	Close

