

How to mediate workplace conflict

The Manager-as-Mediator Seminar

Helping good employees do good work together



Who Should Learn Managerial Mediation?

Put the tools of the professional mediator into the hands of any employee who is responsible for the cooperative work of others.

Organizational leaders can quickly learn Managerial Mediation to negotiate productive work relationships and find solutions to business problems caused by conflict --even when none were thought possible.

CEUs

- Employee Assistance Professionals Association
- Society for Human Resource Management
- Others

Topics

- The manager-as-mediator
- Consequences of conflict
- Types of conflict
- When managerial mediation works, and when it won't
- Preliminary meetings with employees
- Managing the context
- The three tasks of the manager-as-mediator
- Contracting for agreement
- Video demonstration
- Why it works
- Practice by learners

See mediationworks.com/123/mam for client references, customization options, video sample, PowerPoint overview, and much more.

The instructor is qualified as a Certified Trainer of Managing Workplace Conflict by the Mediation Training Institute International. For more information, visit www.mediationworks.com

"In the life cycle of every conflict, there is a point when it's large enough to be recognized, but small enough to be resolved"

Materials and Resources

- Workbook
- Managing Differences Sourcebook
- Quick-reference cards
- Assessment Instruments
 - *The Dana Measure of Financial Cost of Conflict*
 - *The Dana Survey of Conflict Management Strategies*

For information about in-house delivery, public seminars, train-the-trainer, computer-based training, and webinars, contact:

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