



Mediation for Line Managers

Date:

Dec 12, 2019

Venue:

Dennett House, 11 Middle Street, Taunton, Somerset TA1 1SH - this event can be customised for in-house delivery.

Description:

This one day event provides managers with a practical overview of the skills and techniques needed for dealing with workplace conflict and an understanding of how mediation can be used to prevent and resolve issues.

Who is it for?

This event is for anyone with line management responsibility wishing to develop skills in effectively managing conflict in the workplace.

Content:

- Causes of conflict and interpersonal friction
- Effects of conflict on performance and individuals
- Stages in the development of conflict
- Manager's responsibility in minimising and resolving conflict
- Techniques to minimise and resolve conflict
- Creating harmony and a positive atmosphere at work
- When to use mediation
- The principles and the process
- Choosing internal or external mediators
- HR and legislative issues
- Skills, techniques and attributes for successful mediation

TRAINING DETAILS

Course Ref:
HE/19/964

Closing Date:
31/10/2019

Course Administrator:
training@swcouncils.gov.uk or
call 01823 270101

Related Courses:

- [Job Evaluation - GLPC Scheme](#)
- [Job Evaluation - NJC Scheme](#)
- [Mediation & Conflict Resolution in the Workplace \(ILM Endorsed\)](#)
- [Mediation for Line Managers](#)
- [Managing Capability: Health and Performance Issues](#)
- [Undertaking Disciplinary or Grievance Investigations](#)
- [HR Practitioner](#) (ILM Endorsed)
- [Successful Recruitment](#)
- [Pre-Employment Checks](#)
- [Giving Appraisals](#)
- [Planning for a Positive Retirement](#)
- [Career Transition Workshop](#)

"Thank you so much, I have really enjoyed my learning"

"Fantastic trainer, fantastic course"

Member Organisations: £185
Non-Member Organisations: £215

All prices subject to VAT.

