

BECOMING A MEDIATOR Conflict Management Level 2

Duration: 3 days (21h)

Dates: available within two months

Price general public: EUR 1.725/pers. (no VAT)

Price in-house: on demand (4-12 pers.)

TOPIC PRESENTATION

In companies and institutions, mediation is established as an instance and a method to overcome differences of opinion as constructively as possible.

When in dispute, the parties are helped to analyze the causes of their conflict and to find solutions together. Sometimes, differences are minimal and can be resolved easily; other times, issues are complex and stakes are high.

Whatever the seriousness, staff and managers can request professional support to untangle the difficulties and resolve the conflict for all concerned.

The support of a third party who is impartial and experienced in mediation procedures helps to overcome deadlocked situations.

This seminar teaches how to become a mediator in an organization.

LEARNING OBJECTIVES

- Analyzing main actors and indirect parties affecting and being affected in a conflict
- Understanding different factors (historical, social, economic, cultural) of the conflict context
- Presenting the characteristics and the complexity of a situation to the parties
- Understanding the psychology of participants without judging them
- Managing the process, phases, procedure and protocol of a mediation
- Turning conflicts into learning projects
- Guiding actors to create their own terms of agreement
- Expanding the scope for negotiation
- Selecting the right tools to deal with deadlocked situations
- Writing the document of agreement
- Concluding mediations by giving the actors credit for the solution

AUDIENCE & PRE-CONDITIONS

- **Pre-conditions:** Having completed *Conflict Management Level 1* or equivalent experience at work.
- **Audiences:** Team managers; heads of departments; project managers; HR managers; field managers; facility managers.

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PROGRAMME

- Mediation - examples from various situations and cultures
- Family mediation
- Social mediation
- Intercultural mediation
- School mediation
- Corporate mediation
- International mediation
- Socio-emotional, practical and legal aspects
- The vocabulary of mediation
- Definition and construction of areas of mutuality and common goals
- Dealing with obstacles
- Facilitation of meetings and organization of follow-ups
- Accompanying the parties throughout the process until formal conclusion

METHOD & EVALUATION

Rich and flexible training design: theoretical input, discussions, reflection and sharing of experience, role-plays and simulations, practical exercises.

Evaluation of training impact:

- Short-term impact: at the end of the training
- Long-term impact: 3 months after the training

Evaluation of acquired knowledge:

- Self-evaluation with a skills inventory
- Questionnaire at the end of the training

Certificate: EUROBOGEN certificate of participation

COMPLEMENTARY TRAINING

- Non-violent communication
- Managing Teams effectively
- Becoming a manager



CONTACT :

contact@eurobogen.com

<https://www.eurobogen.com/contact/>

(+33) 3 88 62 37 24