

Mediation / Conflict Handling Skills

Practical information: Number of participants: Between 5 and 10
Duration: 2 days (09:00 – 17:00)
Price per person @ Valesta office: €1300

Course Overview

Mediation is often essential in reaching peaceful and agreed solutions in today's world when conflict arises between two or more parties. It is essential in work environments to handle conflict when it arises and rectify the circumstances in a timely and effective manner.

During this two day course, each participant will acquire proven tools and techniques to help them achieve greater success in negotiation and conflict resolution and will also gain a deeper understanding of workplace mediation.

By attending this course you will gain:

- ✓ Knowledge on what mediation is and when to use it
- ✓ An understanding of the different types of mediation techniques
- ✓ A better understanding of the principles of conflict handling
- ✓ Knowledge on typical challenges and difficulties that most mediators face and the adequate strategies to use

Course Content

The content of this course is theoretically and practically orientated and aspects can be adapted to reflect the experiences of the participants attending. The training is interactive with participants learning through the exchanging of personal experiences and individual points of view. The first training day is mainly focused on mediation and the second day is more focused on conflict handling.

The topics covered during this course include:

- How to handle differences that occur between people
- How to give and receive feedback in conflict situations
- How to deal with strong negotiators
- Learn your personal strengths and points of improvements to become a better mediator

The training is delivered in a practical manner with a focus on exercising, exchanging experiences and individual points of view. You will be asked to provide an example of a situation in your job, which illustrates the challenges and/or obstacles you face in terms of mediation/conflict handling.

For more information or to reserve a seat on this training course please contact us today!

We are flexible! Should you require training to be carried out in-house, we would be happy to discuss your needs and come up with a suitable solution for you.