

PEACE

BASIC MEDIATION
WORKSHOP



SYNOPSIS

Current trends toward downsizing, flatter hierarchies, teams, cross training and multiple responsibilities are intensifying the need for staff to work together cooperatively. Unfortunately, most organizations do not adequately equip their staff to effectively negotiate productive work relationships. This workshop gives organizational leaders a proven and powerful tool to find solutions to the problems caused by conflict – even when none were thought possible.

OBJECTIVES OF PROGRAM

- Understand the nature of conflict
- Learn the key concepts in mediation
- Develop basic skills in interest-based negotiations
- Manage difficult emotions
- Enhance skills in conflict mediation

METHODOLOGY

The workshop combines lectures, role-plays, group discussions, videos, case studies and group projects. A major part of the workshop is very interactive to create greater self-awareness plus learning experience from peer group members.

PROGRAM

