



Carolyn Graham

Training Courses

Mediation skills for Managers

Overview:

A practical introduction to the principles and process of mediation and how a mediated approach can be used to help resolve organisational and inter-personal workplace conflict.

Suitable for managers (any level) and anyone with responsibility for managing the conflicts of others (union reps, HR professionals)

What the course covers :

- recognise the symptoms and causes of workplace conflict
- understand individual responses to conflict
- understand the principles of mediation and practise the core mediator skills
- learn how to structure and facilitate a mediated meeting
- discover how to incorporate mediation into organisational policy and practice
- practise applying mediation skills to a 'real life' workplace conflict

This is an intensely practical course and there will be plenty of opportunity for discussion and to receive peer and tutor feedback

Maximum course number – 12.

Effective Communication, Difficult Conversations

Overview:

Consider a range of communication techniques and strategies to keep communication open, effective and appropriate in difficult circumstances

Suitable for : managers and anyone needing to develop skills and increase confidence in tackling difficult conversations with staff and colleagues.

What the course covers :

- understand why and how individuals respond to conflict
- recognise different styles of handling conflict and how to make interventions appropriate to the situation
- practice a range of effective communication skills
- know how to deal with emotions and challenging behaviours
- create a positive climate for constructive dialogue
- learn how to challenge constructively, balancing empathy with assertiveness
- practise a structured approach to managing difficult situations

This will be highly participative and interactive course with opportunity to practise having a difficult conversation using a real life case study

Maximum course number – 12

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Resolving Conflict with the Customer

Overview :

Practise techniques and strategies for dealing with conflict situations involving the general public and understand how to anticipate, prevent, resolve and learn from conflict situations involving the customer.

Suitable for : anyone whose job brings them into regular and direct contact with the general public.

What the course covers:

- identify and anticipate the most common causes of customer conflict in your organisation
- recognise the early warning signs of conflict and learn how to prevent conflict from escalating
- practise using enhanced listening and communication skills
- develop increased self awareness and understanding of individual behaviours in conflict situations
- know how to conduct a dynamic risk assessment
- learn strategies and techniques for resolving conflict

There will be opportunity to identify and share best practice and for staff to develop a consistency of understanding and approach

Maximum course number – this workshop can be designed to accommodate larger groups of up to 25 in-house staff

Conflict Resolution – an introduction

Overview:

An introduction to tools and techniques for managing and resolving everyday conflict

Suitable for : anyone wanting to increase skills and confidence and develop a more constructive approach to conflict situations.

What the course covers:

- understand conflict, why it happens and how it escalates
- spot the early warning signs of conflict
- practise communication and active listening skills
- use language in a way that promotes positive conflict resolution
- learn approaches and techniques for creative problem solving
- follow a practical, stepped process for resolving conflict

The course is highly participatory and includes discussion, instruction, personal reflection and practical exercise. Delegates will leave with the basic skills and increased confidence to respond effectively and constructively to conflict wherever it is found.



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