

Introduction to Conflict Resolution – a two day course

DESCRIPTION

This highly practical, two-day course teaches the basics of what mediators do. This constructive approach to conflict focuses on communication and resolution, equipping participants with a new set of skills and helping them think afresh about how they handle difficult situations.

AN OVERVIEW OF THE COURSE

Day 1

Conflict

Why does conflict occur and how does it affect us? An introduction to conflict theory, and some tools for assessing conflict. We also consider our own preferred 'conflict style' and end with a small group discussion: How have I handled conflict and what might I do differently?

Communication

Poor communication is responsible for numerous conflicts – effective communication helps resolve them. We introduce 'active listening' and open-ended questions, followed by skills practice in defusing conflict by 're-framing' angry statements.

Problem Solving

Based on the negotiation classic, 'Getting to Yes', we introduce the following ideas from Principled Negotiation:

- Separate the people from the problem
- Focus on interests, not positions
- Generate options for mutual gain

This powerful tool is used by mediators throughout the world – learn how to apply it to conflict.

Skills practice

A first opportunity to participate in mediation, both as parties and mediators, based on real cases. Participants practice their new-found understanding in a supportive atmosphere, and receive constructive feedback to enhance skills.

De-brief and learning points for the day

WHO WOULD BENEFIT?

Ideal for HR professionals and managers.

COURSE LENGTH

12 hours over two days.

LEARNING OUTCOMES

By the end of this course the participants will have gained:

- *Insight into how and why conflict emerges, and its physiological impact*
- *Self-awareness about their own approach to conflict*
- *New communication skills*
- *An understanding of how mediation works*
- *The opportunity to practise mediating in their own and others' disputes*

BUDGET

Contact Charlie to discuss

CONTACT

Charlie Irvine
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TRAINER

Charlie Irvine is one of Scotland's most experienced mediators, practising in family, education and workplace mediation. He trains mediators throughout the UK and recently completed the MSc in Conflict Resolution from Birkbeck College, University of London

MATERIALS

Participants receive handouts on all topics as well as an extensive reading list for further learning

WHO WOULD BENEFIT?

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charlieirvine@btinternet.com

TRAINER

Charlie Irvine is one of Scotland's most experienced mediators, practising in family, education and workplace mediation. He delivers mediation training throughout the UK and is a visiting lecturer at University of Strathclyde Law School. He holds an MSc in Conflict Resolution and Mediation Studies from Birkbeck College, University of London.

Day 2

Mediation

Learn about a five stage model of mediation:

- Introductions and rapport building
- Identify the issues
- Explore the issues
- Suggest and consider options
- Craft agreement

This simple mediation model gives participants a clear framework for resolving conflict. In mediation we act as 'third-party', helping people in dispute to solve problems to their own satisfaction.

Mediation's values

An opportunity to examine our own values and the values underlying mediation – self-determination, fairness, and win/win solutions. We look at the ethical issues central to dispute resolution, including impartiality, confidentiality and 'insider mediators'.

Extended Skills Practice

A longer period of role play, based on real cases, where we can practice our new found understanding in a supportive atmosphere. Once again constructive feedback is provided, followed by a de-brief enabling participants to reflect on their own 'style'

Using These Skills

Implications for resolving disputes, especially for handling conflict when you are involved in the dispute or work within an organisation. Each participant writes a personal action plan based on what they have learned and will put into practice.

Bringing It All Back Home

Some of the most valuable times in any training day are the moments when we share our perspectives with other participants. This open forum allows participants to raise any issues and discuss them with each other and the trainer.

Debrief and Evaluation

Final question and answer session and addressing any outstanding concerns