Managerial Mediation as a Supervisory Tool

Workshop Description:
Unresolved interpersonal conflict between workers in a workplace take a significant toll on employees’ morale and productivity. The Managerial / Supervisory Mediation workshop provides participants with powerful communications tools which leaders can use to help employees in conflict move toward a resolution and engage in working together more productively.

Workshop Outcomes:
By the end of this workshop participants will:

- Gain knowledge of managerial options for handling conflict
- Develop understanding of process and application of supervisory mediation
- Experience hands-on practice with use of techniques
- Achieve awareness of some benefits of supervisory mediation

Workshop Outline
- Conflict in the workplace (introduction)
- Traditional approach (exercise)
- Supervisory/Managerial options
- Supervisory Mediation
- Initial meetings (exercise)
- Face-to-face meeting (exercise)
- Benefits of mediation

Training Format
- Mini-Lectures
- Demonstration
- Skill Practice
- Role-Plays

Workshop includes:
- Participants Workbook
- Handouts