



Manager as Mediator

Equipping managers with the skills required to resolve workplace disputes

Many organisations are now using qualified mediators to resolve workplace disputes. However, the majority of situations don't need to go this far. Managers and team leaders can both learn some highly-effective resolution skills: to handle conflict better and to prevent escalation into formal processes.

This one-day masterclass draws on some of the skills used by mediators: giving you an insight into the psychology of conflict, and building confidence in putting mediation skills to use.

Delegates will learn:

- What mediation is and isn't, and how it can be used
- How to remain impartial as a manager
- Deal with disruptive behaviour in resolution meetings

Want to find out more?

Call us on **0800 772 0778**, or email us at hello@ukmediation.net

At a glance

- One-day course
- Up to 16 delegates
- Delivered in-house at your location
- Find out what mediation can and can't do
- Deal with disruptive behaviour



“ The course provided great support with real-time feedback. The trainer was supportive & encouraged group participation.

Joanne Budden
Head of HR
Marie Stopes UK

About UK Mediation



UK MEDIATION

Founded in 1999 by Dr Mike Talbot, UK Mediation has come to be recognised as the leading provider of mediation services and training. UK Mediation uses only the most experienced mediators, with specialists in workplace, neighbourhood, family, commercial and medical mediation.

Find out more at www.ukmediation.net/about-us