



# Workplace Mediation Skills

## Gain confidence and competence in putting your mediation skills into practice

Managers, HR workers, and team leaders may have some awareness of what mediation is and how it works. However, very few get a chance to develop and enhance their mediation skills.

**Workplace Mediation Skills** provides a perfect opportunity to take a step back and to look at how you approach workplace disputes. The course shows you in a very practical way how to apply a step-by-step model of resolution to all kinds of grievance issues, miscommunications, and interpersonal clashes.

The course covers:


- The step-by-step model used by workplace mediators
- Using impartiality to promote dialogue and collaboration
- Skills practice with a range of simulated workplace disputes

### Want to find out more?

Call us on **0800 772 0778**, or email us at [hello@ukmediation.net](mailto:hello@ukmediation.net)

## At a glance

- Two-day course
- Up to 16 delegates
- Delivered at your location
- Understand our step-by-step mediation model
- Put your new skills into practice



“ 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](http://www.ukmediation.net/about-us)