

## Mediating remotely – UCEA’s online core mediation skills workshop

Tuesday 2 and Tuesday 9 March 2021

10.00 – 13.00

### PROGRAMME

#### Tuesday 2 March

10.00 **Welcome and introductions**

Hearing participants’ goals and in what context they will use these skills

10.15 **Conflict:**

- The common triggers and causes of escalation
- Spotting conflict, including in virtual workplace
- Responses to conflict (own and others) with Thomas Kilmann
- Escalation – what are the signs – antecedents, behaviours of the TK styles, consequences?
- Debrief escalation
  - What can you do in your role?
  - Securing commitment to mediate

11.00 **Break**

11.10 **Mediation:**

- What it is/The role of the mediator
- How to use a collaborative approach to resolving conflict

11.40 **Framework for dealing with two others in conflict**

**Demonstration of framework using case study scenario**

12.00 **Break**

12.05 **Key skills:** Active listening, questioning, summarising, empathy (video)

13.00 **Close**

**Pre-work for session two** is to watch a 45-minute demo of a joint meeting

#### Tuesday 9 March

10.00 **Recap – process and skills**

10.15 Mediating online vs Face to face

10.35 **Practice individual meetings in pairs using case study scenario**

10.55 **Break**

11.05 **Practice individual meetings in pairs using case study scenario/cont**

11.35 **Practice of joint meeting**

12.05 **Break**

12.10 **Practice of joint meeting/cont**

12.40 **Problem solving/closing the meeting**

13.00 **Close**