

Core mediation skills (including mediating remotely)

Tuesday 5 and Tuesday 12 October 2021

10.00 – 13.00

PROGRAMME

Tuesday 5 October

10.00 Welcome and introductions

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

10.15 Conflict:

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

10.45 Break

10.50 Mediation:

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

11.30 Framework for dealing with two others in conflict

Demonstration of framework using case study scenario

12.00 Break

12.10 Key skills: Empathy, active listening, questioning, summarising, dealing with challenging behaviours

13.00 Close

Pre-work for session two is to watch a 50-minute demo film of a mediation

Tuesday 12 October

10.00 Recap – process and skills

10.15 Mediating online vs Face to face: challenges and advantages

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 *(continued)*

11.35 Practice of joint meeting

12.05 Break

12.10 Practice of joint meeting *(continued)*

12.40 Problem solving/closing the meeting

13.00 Close