

## Core mediation skills (including mediating remotely)

Tuesday 18 June and Thursday 20 June 2024

10.00 – 13.00

### PROGRAMME

#### Tuesday 18 June

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

#### Thursday 20 June

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**