

The Course for Managers ... a core management competency

How to Mediate Employee Conflict

Helping good employees do good work together

The Manager-as-Mediator Seminar

Overview

Put the tools of the professional mediator into the hands of your managers.

Organizational leaders, from supervisors to executives, can quickly learn a proven and powerful communication tool (Managerial Mediation) to negotiate productive work relationships, finding solutions to business problems caused by conflict -- even when none were thought possible.

In the life cycle of every conflict, there is a point when it's large enough to be recognized, but small enough to be resolved.

Continuing education approvals have been granted by the Employee Assistance Professionals Association (EAPA), the Society for Human Resource Management (SHRM), and other authorities.

Approved by the US General Services Administration (GSA) for training of federal employees.



See mediationworks.com/123/mam for client references, customization options, video sample, PowerPoint overview, and much more.

Topics

- **The manager-as-mediator**
A better way to handle communication problems and personality clashes
- **Consequences of conflict**
Measuring the dollar cost of conflict in your organization
- **Types of conflict**
Supervisor-employee, employee-supervisor, and employee-employee
- **When managerial mediation works**
And when it won't
- **Preliminary meetings with employees**
The surprising purpose of "getting the facts"
- **Managing the context**
Mostly common sense, but vitally important and often overlooked
- **The three tasks of the manager-as-mediator**
Made simple and practical
- **Contracting for agreement**
Making deals that stick
- **Video demonstration**
How to mediate as a manager or team leader
- **Why it works**
How common sense fails us
- **Practice by learners**
Constructive, guided feedback to build practical skills



Who Should Learn Managerial Mediation?

The Manager-as-Mediator Seminar isn't just for managers. It is designed for supervisors, team leaders, members of self-managing teams, and human resource staff - in short, for any employee who is responsible for the cooperative work of others.

Materials and Resources

- **Workbook**
A multi-volume step-by-step individualized guide for using new skills on the job
- **Sourcebook**
Managing Differences
by Daniel Dana, PhD
- **Wallet card**
Handy guide that summarizes Managerial Mediation for immediate use
- **Dana Benchmarking Instruments**
Unrestricted personal access to these on-line tools for organizational assessment:
 - The Dana Measure of Financial Cost of Conflict
 - The Dana Survey of Conflict Management Strategies

Instructor

In-house courses are conducted by Certified Trainers located throughout the United States and Canada, and in other countries.

www.mediationworks.com
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