

3-DAY TRAINING PROGRAM

MEDIATION

Mediation in the workplace is a growing phenomenon. Mediation's increasing popularity is a result of its success in addressing a wide variety of workplace disputes. CCR International's *Mediation* Training Program focuses on the skills you need to function as a mediator in resolving workplace conflicts.

ccrinternational.com

In this 3-day Training Program you will:

- Enhance your understanding of the mediation process
- Develop your ability to prepare parties for the mediation process
- Build skills in facilitating the mediation process
- Hone your skills as a neutral third-party
- Learn to address special challenges unique to the mediation environment

The Agenda:

DAY 1 – THE MEDIATION PROCESS

- Overview of the Mediation Process
- Pre-Mediation
- The Introduction Phase
- Issue Identification and Exploration
- Reflection and Resolution
- Closure

DAY 2 – THE ROLE OF THE MEDIATOR

- Communication Skills for Mediators
- Mediator Competencies
- Writing a Mediation Agreement

DAY 3 – MEDIATION ISSUES

- Caucusing
- Power
- Confidentiality and Neutrality
- Dealing with Impasse

CCR International Training Programs are highly interactive. Participants experience real life situations through case studies, role-plays, and exercises. This allows participants to explore their questions, issues, and needs while utilizing proven models and theories to inform this exploration. The intended outcome is always action – the ability to resolve conflicts more effectively.

Mediation can be customized to meet the unique needs of your organization.

CCR

INTERNATIONAL

Toll Free Ph. 1 888 421-7822

Toll Free Fax. 1 888 720-9862

Email info@ccrinternational.com

Web www.ccrinternational.com