

Conflict Mediation: Inspiring Positive Outcomes

Intended Audience	Early-Career	Delivery Options	<ul style="list-style-type: none">• 1-Day In-Person (Onsite or Seminar)
HR Competencies	<ul style="list-style-type: none">• Relationship Management• Communication• HR Expertise (HR Knowledge)	Recertification*	SHRM: 7.5 PDCs

Program Overview

Conflict management is an inevitable facet of the HR function. In this illuminating program, you will uncover the role of conflict in a workplace culture and learn both conflict mediation and conflict management techniques and when to use them for workplace disputes. You will explore how conflict happens, how the brain reacts to conflict and why people react differently when conflict occurs. You will build your conflict management skills by applying a three-step conflict mediation process to multiple real-life scenarios. And you will leave this program with concrete tactics you can use to help reduce the level of conflict at your organization.

Program Objectives

This program is designed to provide you with the knowledge and skills necessary to:

- Define mediation and investigate the role it plays in workplace conflict
- Apply a mediation framework to workplace conflicts
- Identify challenges that can arise with mediation and identify solutions
- Identify strategies for employees to manage their own conflicts

Program Modules

This program includes the following modules:

- Module 1: Introduction
 - Objectives
 - About This Course
- Module 2: Understanding Conflict
 - Anatomy of a Conflict
 - Disputes vs. Conflicts
 - This Is Your Brain in Conflict
 - Emotion at the Core of Conflict
 - The Benefits of Conflict
- Module 3: Introducing Conflict Mediation
 - The Conflict Spiral
 - Conflict Mediation and Conflict Management
 - A Process for Handling Conflict



*Visit [shrm.org/educationalprograms](https://www.shrm.org/educationalprograms) for the most up-to-date recertification credit

- Why Choose Conflict Mediation
- The Conflict Mediation Process
- Module 4: Step 1 - Setting Up a Mediation
 - Checklist for Mediation Step 1
 - The Conflict of Laurie and Tameka
 - Reflective Listening
 - Using EAR Statements
 - Determining If Conflict Mediation is the Answer
 - Scenario 1
- Module 5: Step 2 – Exploring the Conflict
 - Checklist for Mediation Step 2
 - The Opening
 - Ground Rules
 - Participant Roles
 - Restate Interests
 - Scenario 2
- Module 6: Step 3 – Reaching Resolution
 - Determining the Conflict Type
 - Brainstorming Options
 - Reframing to Help Reach Agreement
 - A Sample Agreement
 - Criteria for Good Agreements
 - Scenario 3
 - Mediation Challenges and Responses
- Module 7: Reducing Conflict in Your Workplace Culture
 - The Direct Cost of Workplace Conflict
 - Conflict Mediation and Conflict Management
 - Empowering Employees to Use Conflict Management
 - Using Conflict Style Inventories
 - Your Conflict Style
 - A Process for Conflict Management
- Module 8: Conclusion
 - Objectives
 - The Knowledge Center