



Unleashing Passion and Purpose
in People and Organizations

Objectives

- Define mediation and how it differs from other Alternative Dispute Resolution (ADR) Processes
- Recognize the advantages of mediation
- Identify the types of issues appropriate for mediation
- Acknowledge your limitation and know when you need an external mediator
- Understand the roles, responsibilities and skills of the mediator
- Understand the mediation process
- Learn what to consider when hiring a mediator
- Identify how to find a professional mediator

OVERVIEW: MEDIATION AND THE MEDIATION PROCESS

Purpose: To understand the role of mediation as a process for resolving conflicts.

Mediation as an ADR Process

- ◆ What mediation is and is not / limitations and advantages
- ◆ How mediation differs from other ADR processes
- ◆ The conflict continuum
- ◆ The philosophy of win-win

Determining when to use a Mediator

- ◆ Appropriate and inappropriate mediation issues

The Roles and Responsibilities of the Mediator

- ◆ Impartiality
- ◆ Create a safe environment
- ◆ Build ownership for the agreement

Understanding the Mediation Process

- ◆ Pre-meeting and preparation
- ◆ The opening
- ◆ Set the ground rules
- ◆ Clarify the issues
- ◆ Identify options and solutions
- ◆ Negotiate agreement
- ◆ Write the agreement

Communication and Conflict Skills of Successful Mediators

- ◆ Ask the right questions
- ◆ Active listening
- ◆ Read body language
- ◆ Understand the conflict escalation cycle
- ◆ Find common ground
- ◆ Deal with challenging people and difficult situations
- ◆ Recognize and diffusing unproductive tactics

Hiring a Professional Mediator

- ◆ When to hire a professional mediator
- ◆ Style, philosophy and cost
- ◆ Experience, training and professional associations
- ◆ Where to find a professional mediator

Methodology: Highly experiential program which combines short lectures, case studies, and exercises.

Length & Size: One day. Suggested class size is 24 or less.

Materials: Customized Workbook.