

# Conflict Mediation: Inspiring Positive Outcomes

<b>Intended Audience</b>	Early-Career	<b>Delivery Options</b>	<ul style="list-style-type: none"> <li>• In-Person</li> <li>• Live Online</li> </ul>
<b>HR Competencies</b>	<ul style="list-style-type: none"> <li>• Relationship Management</li> <li>• Communication</li> <li>• HR Expertise (HR Knowledge)</li> </ul>	<b>Recertification*</b>	SHRM: 7.5 PDCs

## Program Overview

Being able to navigate the intricacies of conflict management is an indispensable skill for HR professionals to have. In this enlightening program, you'll unravel the pivotal role of conflict within workplace dynamics. In addition to learning conflict mediation and conflict management techniques to address workplace disputes effectively, you will explore how conflict happens, how the brain reacts to conflict and why people react differently when conflict occurs.

During the program, you'll elevate your conflict resolution prowess by applying a comprehensive, three-step conflict mediation process to real-life scenarios. By the program's conclusion, you'll be equipped with actionable strategies to proactively reduce conflict levels within your organization, bolstering your HR repertoire and value.

## 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, as well as potential 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
  - 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 SHRM HR Knowledge Center