



Pull Them In A Different Direction

Mediation Skills for Managers

Effective managers need to not only understand the common causes and development of tensions in the workplace but create workplaces where employees work together instead of against one another. Mediation skills support supervisors and managers in achieving productivity while reducing tensions and conflict in the workplace. This course will introduce managers to principles and techniques to develop trust-building, negotiation skills, collaborative decision-making, and communication techniques.

Participants will learn to:

- Understand their individual biases and how to manage them
- Recognize, name and respect divergent viewpoints
- Create a roadmap of how to behave during conflict and design options for solutions
- Shift *conflicted* relationships to *transformative* relationships
- Listen to all sides of the dispute and act as neutral, third parties
- Make no decision about who's right or wrong.
- Focus on problem solving rather than blame.
- Assist participants in reaching their own solution.
- Maintain confidentiality.

This course is designed for:

- Managers who spend too much time on resolving conflict between employees
- Leaders who want to strengthen their conflict management skills
- Leaders experiencing negative business results due to employee conflict
- Professionals responsible for handling conflict in their organization

At Integra, we are people dynamics specialists. We build people systems that are resilient and sustainable – perfectly prepared to survive, thrive and outperform.

All our programs are customized to meet your needs.
Call us for a free initial consultation.
905-764-7597