



Mediation Training



Mediation Training

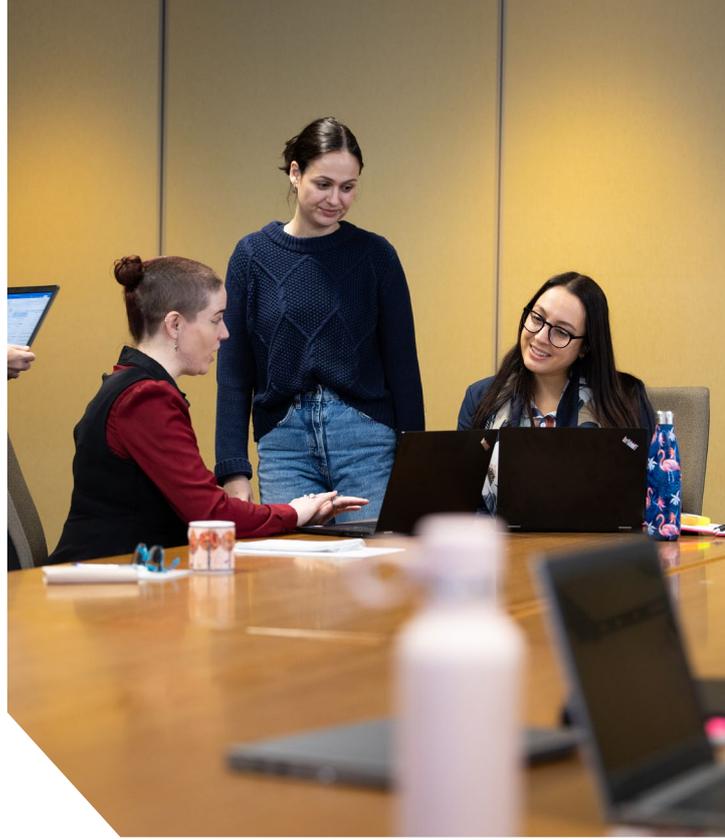
🕒 1 day 📍 Face-to-face, Live online 💰 \$ 900

Mediation is a process where someone who is not a participant of a dispute (the mediator), helps the disputing parties find options to resolve their conflict. The mediator does not provide advice or evaluate the outcome. Every workplace experiences conflict. Learning how to be a mediator equips you with valuable knowledge and skills to mediate workplace disputes and find resolutions to problems internally, saving your organisation time and money.

This course provides the fundamental skills on how to be a mediator and also covers the policy framework around the management of mediation. In this one-day workplace mediation course for managers and HR professionals, you will study the core skills to become an effective mediator. You will develop the ability to plan and run mediations to defuse situations at work and resolve conflict effectively between two or more parties.

Discover step-by-step how to facilitate the workplace mediation process, from planning and discovery to asking the right questions, formulating options for resolutions, and drafting and finalising agreements. Learn how to identify which mediation systems and models to use, explain procedures to each party, set appropriate boundaries, develop guidelines for mediation, and work effectively with stakeholders.

On completion of this workplace mediator short course, you will be able to mediate a range of workplace disputes using best-practice techniques and communication. You'll also understand how to review and refine your mediation processes to improve your skills.



Discover more at swi.nu/med

Course highlights

- Understand the history of disputes within an organisation, including the triggers for disputes.
- Determine the mediation requirements within the organisation.
- Understand different mediation models.
- Identify the parameters for a mediation system.
- Work with stakeholders to draft guidelines for the mediation process.
- Prepare for the mediation; including explaining the procedure to the parties, obtaining agreement to participate, understanding each party's position and determining boundaries
- Learn and use a wide range of communication techniques to mediate
- Find areas of mutual agreement.
- Formulate options for resolution.
- Finalise agreements.

Who should attend?

Those who work in human resources or are managers who need additional tools in resolving disputes.

Learning objectives

By completing this course, participants will be able to:

- Develop mediation guidelines.
- Effectively prepare for mediation.
- Where possible, to settle the dispute through mediation.
- Finalise and review the mediation.

What you can expect

- A workbook to take home or to work that you can reference back to.
- Learn alongside professional peers, and network.
- Pathways to continue your studies with Swinburne Edge.

- The immediate knowledge and confidence to implement your new skills.

Pre-course work

There are no pre-requirements for this course.

Dates

View dates and register for this course.

•	•	•	•	•
•	•	•	•	•
•	•	•	•	•
•	•	•	•	•
•	•	•	•	•

Mediation Training

The Swinburne Edge difference

Swinburne Edge is a division of Swinburne University that exclusively services professionals. We offer professional development to people with existing skills and experience, who are ready to up-skill or formalise their skills for their next career stage. Immerse yourself in a Swinburne Edge short course or qualification to enhance your current knowledge with fast-tracked, practical learning that gets you to your goal faster.

For further information, contact our Continuing Professional Education Advisors on 1800 633 560 or edge@swinburne.edu.au.

"The structure and process being reinforced by the role play was great."

Brett
Participant,
Mediation Training





Contact us

-  1800 633 560
-  edge@swinburne.edu.au
-  swinburne.edu.au/swinburne-edge

