



INTRODUCTION

MEDIATION TRAINING INSTITUTE INTERNATIONAL EAST AFRICA has been providing customized Mediation training, consultancy, and conflict management training for organizations and individuals for many years. Our mission is to provide the best training in mediation and conflict management and other related areas for use at home, in the workplace, commercial settings, Courts and in the community.

THREE DAYS WORKPLACE MEDIATION TRAINING WORKSHOP

MTI East Africa has introduced a **Three Days Workplace Mediation Training workshop**.

Workplace Mediation Training Programme is designed for those individuals who have a desire to mediate disputes within the Workplace.

Workplace conflict can ravage a well-established organisation, distracting and distressing otherwise strong and efficient employees and management teams. Using mediation to address these situations can have a huge impact not only to employee relations and wellbeing, but ultimately to an organisation's bottom line.

Conflict at work is a costly business.

It can happen in any workplace. Differences between individuals at work can lead to grievances, absences and loss of valuable employees.

Mediation helps people who do not see eye to eye to sort out their differences as quickly as possible and so minimise distress and cost. That is why many organisations are setting up their own mediation schemes and training their employees to mediate in workplace disputes between individuals.

This course provides more than just generic Mediation training. It is uniquely tailored to Mediation practice in the Workplace.

Learn how to apply Mediation practice to resolve complaints, conflicts and disputes in the workplace.

LEARNING OUTCOMES

This course provides participants with the knowledge and skills:

- to conduct Workplace Mediation
- to effectively apply skills and techniques to mediation in workplace conflict

- to understand the nature of workplace conflict
- to be able to identify when internal or external mediation is appropriate
- to learn about the work place setting and how it affects disputes
- to learn about contributing factors that create emotional intensity
- to learn about costs of conflict
- to learn about Internal organizational structures that impact workplace disputes
- to learn about Dispute resolution roles
- to learn about case management of workplace conflicts and many more.

Eligibility Requirements: This workshop will be open to participants from all disciplines and professional fields.

Course Materials: A Comprehensive Workplace Mediation Practice Manual plus e-material will be provided to participants.

Location: TBA

Tuition: Kshs. 30,000/=

Bank Details: Mediation Training Institute East Africa. Absa Bank Harambee Avenue account no: 2027798090

WORKPLACE MEDIATION TRAINING PROGRAM

Day 1.

8.30- 9.00- Registration and introductions.

9.00- 10.00- ADR spectrum

10.00-11.00 - Necessary knowledge in mediation.

11.00- 11.30 – **TEA BREAK**

11.30-12.00 – The dynamics of interpersonal conflict

12.00-12.30 - The importance of managing conflict in the workplace

12.30-1.00- Costs of conflict

1.00-2.00- **LUNCH BREAK**

2.00- 2.30.- Communication skills

2.30- 3.30 – Negotiation skills

3.30- 4.00- **Video.**

DAY 2

8.30-9.00 – Registration

9.00-9.30- Personality types

9.30- 10.00- Benefits of workplace mediation

10.00-10.30 – Preparing for mediation.

10.30- 11.00- **TEA BREAK**

11.00- 12.00 – The workplace Mediation process

12.00-1.00- Breaking impasse and other useful strategies

1.00-2.00- **LUNCH BREAK**

2.00- 2.30 - Developing the mediation agreement

2.30- 3.00- **Video**

3.00- 4.00- **Role- plays**

DAY 3.

8.30-9.00- Registration

9.00-10.00- Mediating team and multi-party conflict

10.00- 10.30- The psychology of dispute.

10.30- 11.00- **TEA BREAK**

11.00-12.00- Party directed mediation/ supervisor –subordinate Mediation.

12.00- 1.00- Strategic management of organizational conflict

1.00-2.00- **LUNCH BREAK**

2.00-3.30- **Role-plays**

3.30- 4.00- Wrap up and issuance of Certificates.

For any clarification, please do not hesitate to contact Hesbon on Tel: 0714390371, Emma on 0725538320 or Mr. Mang'erere on telephone nos 0707124831 /0733854901/020 2227886 or visit our website below. Postal address P.O Box 42199-00100 Nairobi. Physical address: Kimson Plaza Eastern Bypass Utawala, Next to Benedicta Academy

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