

How to resolve conflict with others

The Self-as-Mediator Seminar

Getting others to work with you, not against you



Who Should Learn Self Mediation?

Put the tools of the professional mediator into the hands of every employee.

The Self-as-Mediator Seminar is the most cost-effective way to learn to manage the differences that impair teamwork, quality, decision-making, job motivation, and cooperation.

The Self-as-Mediator Seminar is designed for any employee who works interdependently with others. Considered a “life skill” by many learners, it is a core workplace competency that can also be used to enhance personal relationships.

CEUs

- Employee Assistance Professionals Association
- Society for Human Resource Management
- Others

Course Outline

- The two communication “bad habits” of all people in all cultures
- Self Mediation
- Types of conflict
- STEP 1: Find a time to talk
- STEP 2: Plan on the context
- STEP 3: Talk it out
- STEP 4: Make a deal
- The surprising reason why this simple communication tool is so effective
- Putting Self Mediation to work in your specific job

See mediationworks.com/123/sam for client references, customization options, video sample, PowerPoint overview, and much more.

The instructor is qualified as a Certified Trainer of Managing Workplace Conflict by the Mediation Training Institute International. For more information, visit www.mediationworks.com

“Every conflict is started by two people”

Materials and Resources

- Workbook
- Managing Differences Sourcebook
- Quick-reference cards
- Assessment Instruments
 - *The Dana Measure of Financial Cost of Conflict*
 - *The Dana Survey of Conflict Management Strategies*

