

Scandinavian Academy
Training Center

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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: Workplace Mediation and Conflict Resolution Skills

Code	City	hotel	Start	End	price	Language - Hours
HT-209SA	Dammam	Hotel Meeting Room	2027-09-26	2027-09-30	9950 SR	En - 25

The Course

This skills based course covers the new and exciting area of Workplace Mediation and conflict resolution. Workplace mediation is now seen as an essential skill for personnel and human resource professionals and is the fastest growing area of professional development in modern HR practice.

In any workplace we can be guaranteed that we will come across conflict. Up to 30-40% of a typical manager’s time can be spent dealing with conflict. Senior executives report spending up to 20% of their time in activities involving issues such as harassment and dismissal.

A survey conducted by Price Waterhouse and Cornell`s PERC Institute on Conflict Resolution of over 530 Fortune 1000 corporations stated that 90% of respondents view conflict management as a critical cost-control technique and 88% of respondents reported using mediation in the last three years.

Mediation is generally defined as the intervention in a negotiation or a conflict of an acceptable third party who has limited decision-making power, who assists the involved parties to reach voluntarily a mutually acceptable settlement of the issues in a dispute. In addition to addressing the substantive issues, mediation may also establish, strengthen or terminate the relationships between parties in a manner that minimises psychological harm. Essentially, mediation is a dialogue or negotiation with the involvement of a third party.

The Goals

To help you learn how to:

- understand of workplace mediation theory, practice and methods
- apply a model of effective workplace mediation
- interpret cultural differences that affect the mediation process
- develop your skills in core mediation practice suitable for workplace conflict
- effectively deal with blockages in the mediation process
- understand the basics of reaching and formalising mediation agreements
- be aware of one's own abilities and limitations in conducting workplace mediation sessions
- develop an ethical framework for the practice of workplace mediation

The Process

Self–assessment, case study, role-play, small group work, facilitated exercises and feedback to facilitate learning and assist participants to raise their confidence and improve their skill level.

The Results

Following completion of this unit, you will know how to:

- utilise workplace mediation theory, practice and methods
- apply the 7-step model of effective workplace mediation
- develop awareness of one`s own tendencies in thinking about and responding to workplace conflict
- develop an understanding that conflict is a natural and necessary part of life, and that how one responds to conflict determines if the outcomes are constructive or destructive
- develop an awareness that competition & collaboration are the two main strategies for effective negotiation
- understand cultural differences that affect the mediation process

- develop skills in core mediation practice suitable for workplace conflict
- effectively deal with blockages in the mediation process
- understand the basics of reaching and formalising mediation agreements
- be aware of one’s own abilities and limitations in conducting workplace mediation sessions
- develop an ethical framework for the practice of workplace mediation

The Programme Content

Day One

Introduction to Mediation Theory & Practice

- Models of mediation
- The workplace mediation process
- Case study: Intervention
- Workplace Mediation Video
- When mediation works — and when it doesn’t
- The Mediator’s role
- How mediation differs from other interventions
- Limitations of the role
- What do you bring to the room?
- Active listening refresher

Day Two

Understanding Conflict & Negotiation

- Introducing conflict theory
- Thomas-Killman Conflict Mode Instrument (TKI)
- Conflict Handling Modes

- Resolving Conflict
- Elements of Negotiation
- Introduction to Reframing Techniques
- Stages of Negotiation
- The Coleman Raider “Bare-Bones” Model
- Possible Negotiation Outcomes

Day Three

Elements of Workplace Mediation

- The 7-step ‘Eastburn’ framework for effective workplace mediation
- Introducing Role play methods
- Case Study Discussion
- Caucusing Role Play
- Mediation Role Play
- Feedback and discussion on role-plays
- Impartiality

Day Four

Effectiveness of Workplace Mediation

- Joint or Co-Mediation
- Mediators at Work
- Icebergs and elephants
- Extensive Co-Mediation Role Plays
- Politics of Discourse
- Extended role-plays debriefing
- Blockages – moving disputants forward

Day Five

Reaching Agreements & Mediation Ethics

- Reaching and formalising agreements
- Agreements Role Plays
- Follow-Up
- Ethical framework for practice
- Ongoing professional development
- Course Summary & Evaluation

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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