

Negotiation and Mediation Skills in the Workplace



One-week Professional development workshop
18 to 22 November 2024 in London



BRITISH ACCREDITATION COUNCIL
ACCREDITED SHORT COURSE PROVIDER

PAi is accredited by the
British Accreditation Council
for Independent Further and Higher Education

About the workshop

The workplace is becoming more challenging as individuals are expected to perform well in ever-changing organisations, more so now than ever in a volatile and changing workplace and world. Internal disagreements can arise in any workplace, and where there is workplace interaction there will inevitably be disagreements from time to time. These can lead to conflict which, if unresolved, can be costly to both individuals and the organisation. Managers need to be skilful interveners who can facilitate constructive discussions with those in dispute, and then get the respective parties to identify and work towards reaching mutually agreed solutions that restore long-term respectful professional working relationships. This workshop is designed to lead to a better understanding of how to address and resolve such issues early before they escalate.

The workshop will focus on how to respond appropriately and to manage disputes in a fair and equitable manner. You will learn how to use alternative dispute resolution techniques such as negotiation and mediation. Scenarios and role-play will also play an important part of the week.

Who is the workshop for?

The workshop is for Directors, managers, human resources and learning and development professionals who have an interest in how to manage workplace conflict appropriately and who would like to gain a thorough understanding of workplace negotiation and mediation.

How participants will benefit

During the week, you will be able to:

- Understand why we have conflict in the workplace
- Explore how we can potentially resolve workplace conflict
- Recognise the need for effective and skilled negotiation in workplace disputes
- Examine the role of HR professionals in workplace mediation
- Explore a model of mediation and enhance your skills as a workplace mediator
- Develop the knowledge and confidence to be able to intervene constructively in disputes so as to reach mutually agreed solutions
- Ensure that a dispute resolution process is integral to the human resources function and to your organisation, and is supported by appropriate policies and procedures
- Play a key role in promoting harmonious working relations for your organisation.

What the workshop will cover

- How to recognise different approaches to managing conflict and how this affects the workplace
- Explore a step-by-step approach to workplace mediation and put into practice these steps
- Understand the skills required for a mediator in an ever-changing workplace
- How you as an individual can manage conflict and the key skills required for you to be an effective mediator
- Identifying and practising communication, influencing and persuasion skills that will help to manage and resolve conflict
- Have an opportunity to undertake all aspects of a mediation workplace case to enhance your skills.

Programme outline

	AM	PM
Day 1	Welcome and introductions Personal objectives What is conflict? Identifying how individuals deal with conflict The role of managers in dealing with disagreements in the workplace	Dealing with disputes in the workplace: tools to assist in managing disputes effectively Participants' informal presentations Introducing mediator focus groups
Day 2	How to manage staff in a fair and equitable manner How to give feedback to individuals in a positive and constructive way, both face-to-face and remotely Building trusting relationships in your teams How can we equip our managers with the skills to resolve workplace disputes?	Negotiation: what it is and how it can help to resolve conflict Understanding persuasion and tools to enhance your skills Planning for negotiations Tools and techniques to enhance your negotiation skills Negotiating for success
Day 3	Introducing mediation: What it is and how to use it in the workplace The role of the mediator Recognising the role of the human resources function in mediation Planning the mediation process and the skills required as a mediator Designing an introduction to the mediation process: peer work and facilitated feedback	Defining confidentiality in the use of workplace mediation Tools and techniques to enhance your skills as a workplace mediator A ten-stage stage process for workplace mediation: exploring the process and enhancing your skills Peer practice and facilitated feedback
Day 4	Planning and undertaking a mediation case: face-to-face or through technology Peer planning with scenarios practice and feedback	Mediation practice and feedback, using a range of tools Building an agreement with the disputants
Day 5	Effectively managing the ten-stage process as a mediator: role play and individual reflection What happens after the mediation?	Presentations of key learning Review and evaluation of the workshop Presentation of certificates of attendance

We reserve the right to change the programme as necessary.

Workshop Director

The Workshop Director will be Ann Hall.

Ann is a qualified and very experienced trainer who has been designing and delivering training sessions and programmes for over 20 years. Ann's creative approach to training is to ensure that participants are fully engaged and can participate actively in the learning event. She has designed a wide range of human resources / leadership / coaching / training programmes, as well as negotiation and mediation skills programmes in both the UK and overseas. Ann has delivered training in approximately 17 countries, including Botswana, The Gambia, Libya, Uganda, Thailand, Bahrain and St Lucia. She has also worked widely in the UK and other European countries. Ann is a qualified workplace mediator through the Law Society and has undertaken numerous mediation cases in both the public sector and the private sector. She is qualified by the Chartered Institute of Personnel and Development as a coach and is currently working with senior civil servants as an associate coach.

How to apply

Please complete the PAI application form online via our website:

<https://public-admin.co.uk/booking-form/>

You can also complete our hard copy application form. Please contact us at pai@public-admin.co.uk to obtain a copy. Once completed return to Amanda Anderson, Programme Manager, at the same email address.

If you would like to discuss this workshop, any of our other international workshops or our consultancy services, please contact Claire Cameron, Director.

We also have extensive experience of designing tailor-made training (from one day to two or three weeks) which can be run in your own country or in the UK to meet the specific needs of groups or individuals at all levels within your organisation. Please contact us if you would like further information.

Language

The workshop is conducted in English. You will need to have a good working knowledge of the language.

Location and arrival arrangements

The workshop is based in central London. We can arrange travel to and from one of the London airports into central London if you let us have your flight details in good time. The cost of airport transfers is included in the fee.

Fees

The fee for the workshop will be £2,550. The fee includes tuition, travel to and from the airport in London, presentation material and other documentation. It also includes an Android tablet for you to use during the workshop and take home with you for future reference and follow up. We provide a light lunch and refreshments during each working day as part of the fee.

Other costs

Airfares and daily travel to and from the workshop venue are not included. Our workshops are non-residential and you are responsible for your accommodation costs. We can help you with booking hotel accommodation so please let us know if you would like us to advise you or make a reservation. We suggest that you should allow approximately £160 per day for a modest standard of hotel (for example, three-star), local travel in the UK, meals (apart from a light lunch on working days) and other incidental expenses.

Value Added Tax

We do not have to charge UK Value Added Tax (VAT) if you can provide written confirmation from your government or its accredited representative that you are "employed by the government in furtherance of its sovereign activities". In all other cases, we will have to charge VAT (currently 20%) in addition to the fee.

Ways to pay

You, or your government agency, can pay by bank transfer or by cheque, made payable to Public Administration International. We also accept payment by credit or debit card but there is a surcharge for this way of paying. Please contact us if you would like to pay by credit or debit card.

Discounts

We offer a 10% reduction on the full tuition fee if we receive payment no later than 28 days before the first day of the workshop. If we receive payment after that, we will charge the full tuition fee.

Cancellation

If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation. For cancellations received up to 29 days before the start of the workshop we will refund the tuition fee, minus a charge of £200 to cover our administration costs. For cancellations received within 28 days of the start of the workshop, we will charge the full tuition fee. If you have paid the tuition fee and have subsequently been refused a visa to enter the UK, we will refund the tuition fee, minus a charge of £200 to cover our administration costs, providing you send us the original letter from the British High Commission/Embassy confirming refusal of a visa and providing you have not entered the UK.

Substitutions and transfers

If you have booked a place on a workshop and are not able to attend, we will accept an appropriate substitute at any time without penalty, but our normal terms and conditions will apply. Also, it is possible to transfer to a future workshop, but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

Please see our website for our full terms and conditions. If you would prefer a hard copy of our full terms and conditions, please let us know.

<http://www.public-admin.co.uk/terms-and-conditions-for-booking/>

Insurance

We advise you to arrange travel and health insurance cover before you leave your home country.

Who we are

PAI (Public Administration International) specialises in management consultancy, training and development services for organisations in, and associated with, the public sector worldwide. We provide advice and support for governments going through political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants. Our key objectives are promoting good governance and good practice in delivering public services. This workshop is one of a number of specialist UK-based professional development workshops designed to meet the needs of public services worldwide.

We pride ourselves on our:

- High quality, practical advice and support for our clients
- Professionalism and integrity
- Ability to offer excellent value for money
- Sound experience and track record internationally
- Networks and partnerships across the world
- Flexible, collaborative approach
- Friendliness and focus on putting people first.

Where we are



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