



## Mediation Mechanics and RICS Workshop in Workplace Mediation

### Who should attend?

Senior Management, Human Resource Managers and HR Practitioners but not limited to. The Course can benefit any person dealing with people within the organization.

### Programme Outlook

It is recognized that people are key to the organisations success and productivity, negative conflict between individuals can severely hamper an organisations drive for a competitive advantage and damage employee well being. Mediation is effective when used at the initial phase of any conflict, before it escalates. Early intervention can prevent both parties becoming entrenched in positions.

### Objectives

- Managing conflict before it becomes costly
- To become equipped with skills to manage the process
- Getting the work relationship
- Enhancing communication
- Stimulating healthy change and avoiding stagnation
- Fostering dignity at work
- Improving understanding of how to prevent costly conflict

### What is involved in the RICS/Mediation Mechanics Workplace Programme?

- The course is face to face and in person
- Candidates will be required to complete a written assessment.
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### Outcomes Day 1

- Different schools of mediation
- Difference between workplace and employment mediation(labour)
- Where workplace mediation sits on the mediation continuum
- Having difficult conversations
- Open and closed questions



- Positions, interests and needs
- Active Listening
- Empathy
- Body language and non-verbal communication
- Dealing with power imbalances
- Dealing with anger and stress
- Dealing with discrimination and other sensitive issues

### Outcomes Day 2

- Preparation for Mediation
- Meeting the parties before the mediation
- Getting them to understand what mediation is all about
- Statements of the case
- Dealing with documents if any
- Agreements to mediate if any
- Deciding whether to meet with the parties together or separately or both
- The issue of confidentiality
- Your obligation to report to management if any
- Venues
- How to manage the day
- The impact of going to mediation on any other legal or HR Proceedings
- Getting a broad narrative
- Creating Rapport
- Dealing with unreasonable expectations
- Recording an agreement
- What to do if there is no agreement

Role play practical exercises with trainer-led and peer feedback, teaching the practical skills needed to run a workplace mediation either with parties together in joint sessions or separated in caucus.

### [Why do the RICS Workplace Mediation Workshop?](#)

It is relevant, robust and focuses on current principles of workplace mediation. The course carries 10 RICS CPD hours. RICS/Mediation Mechanics attendance certificate will be issued.

To register interest please e mail [Mediationbotswana@gmail.com](mailto:Mediationbotswana@gmail.com) or call 3115867

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