

11 Conflict Resolution and Mediation Skills

1-day programme

Unresolved conflict is expensive - in time, morale, and talent. This programme equips managers and HR professionals with the skills to address conflict early, constructively, and fairly.

What you'll learn

- How to identify the root causes of workplace conflict
- A structured approach to facilitating dialogue between conflicting parties
- Mediation techniques that are practical and accessible for non-specialists
- How to reach agreements that are durable and respected by all parties

Who is it for

Managers, HR professionals, and team leaders who need to manage or mediate workplace conflict.

Duration

1-day programme

Outcomes

Participants leave with a practical mediation toolkit and the confidence to intervene in conflict situations early and effectively.