

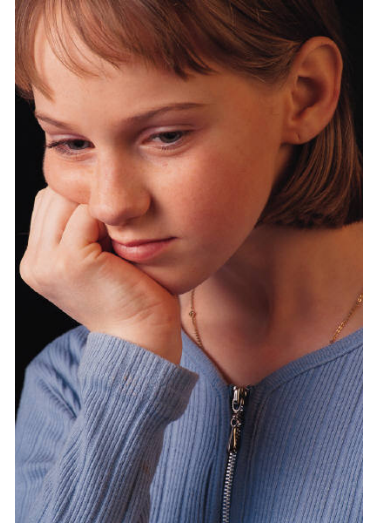
One-day Master Class

Conflict in the workplace is unavoidable - in any place where there are people with different personalities, motivations and values, clashes of one sort or another are inevitable. There is an ACAS code of practice which encourages the use of mediation in conflict situations.

A failure to follow this code does not, in itself, make a person or organisation liable to proceedings. However, employment tribunals will take the code into account when considering relevant cases and so will in general look for evidence that the mediation process was tried before cases have to come to court.

Every HR or line manager needs to be aware of what this means for their organisation. When things go wrong in the workplace, the effects can be very damaging:

- Trust is broken and working relationships are destroyed
- Productivity inevitably decreases as people become increasingly pre-occupied
- There is pressure for other staff to take sides
- Formal grievance or disciplinary processes usually accelerate the conflict
- Managing conflict is very time consuming and depleting for all concerned



How does workplace mediation help?

- It is a voluntary, informal process which helps people who are in dispute to start communicating
- The mediation process looks for ways to resolve matters
- Successful mediation can help avoid the need to use formal or legal procedures

Our one-day masterclass is designed to acquaint you with the basics quickly, introducing you to the concepts, tools and skills of mediation.

What's different about the LJA Mediation Masterclass?



- You will be taught by qualified and practising mediators
- We give you plenty of practice time
- We use real-life practice examples
- You will have one-to-one time to explore a 'live' case in confidence
- There is a panel of experts on hand to answer your queries
- You will receive a CPD certificate

By the end of the workshop you will be able to:

- Explain how and why disputes occur
- Identify the typical responses to conflict
- Define the different approaches to conflict resolution available
- Explain the process of mediation and how it can be used
- Identify situations in which mediation is not appropriate
- Explain the benefits and pitfalls of mediation
- Understand and use the key mediation skills

Master Class:

09:30 Welcome, introductions and learning objectives
09:45 Why disputes and conflict occur
10:00 Identifying & understanding the typical responses to conflict
10:15 Defining the different approaches to conflict resolution available
10:30 Understanding the theory and process of mediation 11:00 Coffee
11:15 Basic skills practice
11:45 Real-life case study and tutorial
12:30 Lunch
13:30 Benefits and pitfalls of mediation, know your limits and the limits of the process
14:00 Building on basic mediation skills
14:45 When mediation is not appropriate and what to do about it
15:15 Tea
15:30 One-to-one time (or personal reflection activity if one-to-one not required)
16:00 Panel discussion
17:00 Presentation of Mediation Skills Master class Hand Book and CPD certificates



CLOSE



At LJA we have highly trained and experienced mediators and HR experts who work with our clients to manage conflict. There's no 'talk and chalk' on our Master Classes and no 'sheep dip' training. We use engaging and stimulating activities to help your learning - even though we're dealing with serious subjects, everyone comments on how much laughter they hear coming from our class rooms! We believe that when we are interested and having fun, the learning is easy. We contact everyone who books a place individually to discuss their needs and we carefully tailor the learning to the participants requirement.

Our highly practical Master Class includes:

- Mediation tutorial
- Real-life case studies
- Skills practice
- Live surgery with a panel of experts where you can access solid advice and sensible options
- Mediation Handbook packed with hints and tips on making the best of the mediation process
- LJA CPD certificate as a record of your learning

Book now for £495(+ VAT) inc. Refreshments & Lunch

Our venue for this event is wallacespace, 22 Dukes Road, London WC1 9PN, which is located a few minutes walk from Kings Cross, St Pancras and Euston stations. Click here <http://www.wallacespace.com/stpancras.html> for details.



To book your place/s or to find out more information, fill out the booking form on our website, call us on 01784 497055 or e-mail us at info@ljallearning.co.uk. We look forward to seeing you at our Master Class.