

Training Sessions

Course:

Mediation & Conflict Resolution
Training - 3 day course
BSBHR510A, BSBHR511A &
BSBATSIL503A



Description:

The purpose of the workplace mediation course is train in house staff to organise, manage and undertake mediation and conflict resolution in the workplace.

This program is not only designed to be cost effective to organisations from a financial perspective, but it is designed to encourage staff to be proactive in the workplace around such issues as employee relations to ensure a more harmonious, cooperative and productive work environment.

About Matrix Training Group

Matrix Training Group (MTG) is a Registered Training Organization (RTO - Registration Number 21471) providing nationally recognised training for individuals and businesses.

MTG have provided personalised training programs to companies and individuals across a broad range of industries, including Business, Retail, Trade, Government, Telecommunications, Corporate and more.



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Anything's possible... !

Mediation & Conflict Resolution Training



Mediation & Conflict Resolution Training

3 day course to include 3 Nationally Accredited Competencies

Training Outcomes

- ✓ Planning, designing and implementing a workplace mediation process
- ✓ Facilitate workplace mediation - the six steps to structure mediation
- ✓ Planning a mediation session
- ✓ Principles of workplace mediation
- ✓ Conflict resolution
- ✓ Effective conflict resolution techniques
- ✓ Appropriate use of mediation

Nationally Accredited Competency	National Code
Plan Mediation Process	BSBHR510A
Implement Mediation Process	BSBHR511A
Manage Conflict	BSBATSIL503A



About our course

This is a three day course designed for all directors, managers and supervisors. The course gives participants skills in team management, conflict resolution and supervisory skills. It looks at such issues as Leadership, Team Work, Team Plans, and Managing Conflict within the team.

The course will cover the following

- ✓ The role the leader plays in moulding a team together;
- ✓ Leading and Facilitating team leadership;
- ✓ Awareness of conflict and how to deal with it before it escalates into a major dispute;
- ✓ Listening skills;
- ✓ Role of mediation in workplace disputes.



Course Outcomes

- ✓ Settle disputes through mediation;
- ✓ Resolve workplace conflict by using set conflict resolution guidelines;
- ✓ Determine Organisational requirements for Mediation;
- ✓ Document Guidelines and Procedures for Mediation;
- ✓ Implement Workplace guidelines and procedures;
- ✓ Ability to demonstrate an understanding of the mediation process through consistent application;
- ✓ Build effective work teams.

Who should attend?

This course is targeted at higher levels of Management. Directors, Senior managers and HR Managers, and anyone looking to enter a high level of IR or HR Management.