

Consensus Mediation Group

Conflict Resolution Coaching and Training

The following are basic descriptions for class content, however they can be customized to fit individual companies needs.

1. **Costs of Organizational Conflict-**

Every organization pays a price for managing conflict but few know how much.

- Wasted Time
- Opportunity Cost of Wasted Time
- Reduced Decision Quality
- Lost Employees
- Restructuring
- Sabotage/theft/damage
- Lower Job Motivation
- Lost Work Time
- Health Costs

Students can work through a worksheet illustration which details the true price of conflict to an organization. The program involves going through the worksheet and discussing in detail the following areas.

2. **“Manager as Mediator”- Organizational leaders can quickly learn how to negotiate productive work relationships and find solutions to business problems (without the help of professional mediators or attorneys) caused by conflict-even though none were thought possible.**

Goals -To teach organizations how to reduce costs, control risks and improve decision quality.

Topic Outline Includes:

- When Managerial Mediation works and when it won't
- Preliminary meetings with employees-getting to the facts
- Managing the context-vitally important and often overlooked
- Three tasks necessary to move to resolution
- Contracting for agreement

Video demonstration-how to mediate as a manager or team leader

Practice - constructive role play with guided feedback to build practical skills

This class is approved by:

Society for Human Resource Management - 6.75 Credit Hours

Employee Assistance Professionals Association - 6.5 Development Hours

Sun Microsystems University (course #1226)

U. S. Governmental General Services Administration (GSA Award-GS-10F-0328K)



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3. “Self-Mediation”- Put the tools of the professional mediator in the hands of every employee. Cost effective way to learn to manage the differences that impair teamwork, job motivation and quality.

This is the course for all staff. Learn how to resolve conflict with others. Get others to work with you not against you.

Topic Outline:

How conflict erodes job performance. Self mediation skills and practice for each step.

Find time to talk - 9/10 of conflicts stay unresolved and how to reverse this ratio.

Plan the context - Nuts and bolts about where and when to talk.

Talk it out - Simple tools for getting from them against you to us against the problem.

Make a deal - Three often overlooked criteria for making deals that work.

These simple tools provide a **90% success** rate in conflict resolution.

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Society for Human Resource Management - 6.75 Credit Hours

Employee Assistance Professional Association - 6.75 Development Hours

Sun Microsystems University (course #1225)

U.S. Governmental General Services Administration (GSA Award-GS-10F-0328K)