

Mediation Techniques for Conflict Resolution (MTC)

COURSE NUMBER **FAA01236**

For information about this course, contact:
 FAA Program Manager
 (386) 446-7154

DESCRIPTION AND LEARNING STRATEGY

This course is designed to give participants experience in the use of mediation techniques to increase/enhance workplace productivity, relationships, and morale. Participants will learn to assist others to resolve workplace conflicts by asking effective questions, clarifying interests, developing options and minimizing or eliminating non-productive behaviors.

Mediation Techniques for Conflict Resolution includes both a Distance Learning component and a classroom component. To prepare for the classroom portion, participants will be required to complete a one-hour Distance Learning module "Introduction and Self-Assessment." This component provides a basic overview of the course and gives participants the opportunity to assess their current conflict management styles.

The classroom portion of the course includes large and small group discussions, group activities, written exercises, videotaped skill practices, and giving and receiving of peer and instructor feedback.

OBJECTIVES

- Assess conflict resolution behaviors.
- Recognize alternative methods for managing conflict.
- Describe a five-step mediation process.
- Demonstrate effective mediation techniques.
- Demonstrate techniques to minimize non-productive behaviors.
- Give and receive feedback on effectiveness of mediation skills and techniques.

RELATED COMPETENCIES

- Building Teamwork and Cooperation
- Building a Model EEO Program
- Communication
- Interpersonal Relations and Influence
- Problem Solving

CLASS SIZE

14 participants

LENGTH 2 days
 (8:00 a.m. – 5:00 p.m.)
 16 hours

LOCATION

Customer site or
 FAA Center for
 Management and
 Executive Leadership
 Palm Coast, Florida

UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

WHO SHOULD ATTEND

Supervisors and managers who have **NOT** had previous mediation training

ENROLLMENT

To arrange a **fee-for-service delivery**, call (386) 446-7154.

PREREQUISITE

None

PRECOURSE

Distance learning module "Introduction and Self-Assessment"

RELATED COURSES

Labor Management Relations (FAA01205)
 Systems Thinking (FAA01277)