



FACILITATED CONVERSATIONS™

Increasingly, HR/ER professionals, managers, leaders and others are being called upon to spot, prevent, and resolve workplace disputes and conflicts before they escalate or explode. In the new conflict resolution reality, modern organisations are adopting a resolution focus and need to build a pool of skilled, trained mediators and facilitators.

This one or two day programme specially designed for HR and ER professionals, leaders, managers and union reps builds on their experiences of dispute and conflict resolution. The programme provides managers and leaders with the skills, competencies and strategies to undertake effective dispute and conflict resolution as part of their existing role.

The course offers a tried and tested model of mediation along with a series of practical tips and guides to secure a constructive resolution in workplace disputes and conflicts. It also enables participants to provide coaching and support for managers to help them secure constructive outcomes without the need for recourse to formal grievance, disciplinary or performance management procedures.



BENEFITS

On attending the course delegates will:

- ✓ Understand the nature of conflict.
- ✓ Be able to set up and manage facilitated conversations with care and control.
- ✓ Use key skills and techniques to prevent and resolve conflicts before they escalate.
- ✓ Learn the skills necessary to preserve the psychological contract by detecting, preventing conflict from escalating and resolving conflicts at an early stage.
- ✓ Understand the model needed to set up and conduct successful facilitated conversations and mediations.
- ✓ Have the confidence to bring awareness about informal resolution to their colleagues and promote a non-adversarial organisation culture.

The training met all of my objectives, I particularly liked the mix of theory and practice. This is an excellent foundation course, full of theory and practical with useful tools and framework for future use.

TARA BICKER, SENIOR HR ADVISOR, SHOOTING STAR CHASE, CHILDREN'S HOSPICE CARE





COURSE OUTLINE

DAY 1

Module 1: The Nature of Conflict

- Destructive and constructive conflict
- Conflict management styles

Module 2: Facilitated Conversations and Mediation

- Context and benefits
- Role of the facilitator

Module 3: The FAIR Model™

- Introducing the FAIR model
- Managing individual meetings
- 5 stages of the joint meeting
- Demonstration of FAIR model

Module 4: The 5 Core Mediation Skills

- Securing a commitment
- Impartiality
- Review of the day and Close

Day 2 (optional)

Additional opportunity for skills practice, consolidation and feedback.

Module 5: Skills Practice and Role Play

- Active Listening
- Reframing
- Problem Solving
- First meetings
- Joint meeting



LEARNING STYLE

This course utilises a variety of teaching styles, including facilitator presentation, participant discussion, personal reflection, group exercises and scenarios, workshops and role-plays. All activities take into account participants' individual learning styles and provide a broad range of experiential and shared learning.

All delegates receive twelve months' follow up support to help them to embed the learning.



DELIVERY

TCM Facilitated Conversations™ A one or two day course delivered online, at the TCM Academy or in-house.



WHO IS THIS COURSE FOR?

This course is for HR and ER professionals, managers, leaders, and others responsible for managing conflict and change in the workplace.

TCM

GROUP
Train · Consult · Mediate

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