

Dispute Resolution Workshop (Enhanced module for HR managers), 1 day, non-residential.

Overview

Effective Conflict Management is a vital cornerstone for any organisation's people management strategy.

Conflict Management embraces prevention (or minimising the risk of) conflicts occurring, managing them swiftly and effectively when they do, and containing the fall-out of any disputes that don't conclude satisfactorily. An effective strategy saves an organisation time, cost and energy, as well as helping to enhance its reputation.

Whilst a good base of materials exists for delivering this workshop, we expect that a reasonable degree of customization may be appropriate to reflect your specific needs and the various processes that are put in place during implementation (e.g. for content auditing). Several sessions may take an 'open forum' approach, with the topics discussed being driven by the group itself rather than by a facilitator.

The sessions suggested below are a proposal only (any one of which may be omitted without affecting the flow of the course), and are of course subject to discussion with you.

Course content (key themes)

- Organisational and regulatory contexts of conflict
- Creating awareness and up-skilling conflict management skills for line managers
- Assessing the costs, risks and rewards of alternative strategies for resolving specific disputes
- Sourcing, engaging and developing conflict manager specialisms
- Engaging and managing the parties involved in escalated conflict management
- Stakeholder management
- Ensuring a 'lasting peace'
- Evaluating the effectiveness and return on investment of conflict management decision-making.

Who should attend?

The workshop is aimed at HR and others responsible for ensuring effective Conflict Management practice, as well as at Learning and Development, OD and Coach Management professionals who need to develop conflict management awareness and skills amongst others.

No prior experience of conflict management is expected. Delegates who have



experience in this field will also benefit from the wide topic coverage provided by the course.

Benefits for delegates

By attending the course, attendees will be able to:

- Increase awareness and identify how to up-skill managers and others involved in managing conflict on the 'front line'
- Harness conflict management skills in the work place
- Know when to engage different specialists, and when to in-source or outsource
- Implement or enhance an existing Conflict Management strategy (and related policies).

Deliverables

- Delegate Notes (A4 or A5 filofax format and/or CD-ROM)
- Delegate Certificates.

Prerequisites for delegates

Attendance of the mediator practitioner course is assumed.

Course syllabus

1. BRIEFING: PROJECT STATUS AND RECOMMENDATIONS

- Presentation to bring the group up to speed on the activities and content of the implementation

2. ADR OPTIONS

- Purpose, typical uses, advantages/disadvantages of automotive ADR options: conciliation, arbitration, coaching, different forms of mediation
- Specific characteristics of conflict coaching, as opposed to other forms of coaching
- Managing 'handshakes' and parallel running of different ADR interventions

3. OPTIONS SELECTION

- Considerations for selecting which ADR option is likely to be most appropriate for a specific dispute



- In sourcing or outsourcing?
- Matching mediator and mediated
- Contracting mediation

4. MEDIATOR DEVELOPMENT AND SUPPORT

- Facilitated session considering Continuous Professional Development, Centre of excellence and self-help support for mediators (e.g. action learning sets, buddying, and knowledge sharing, maintaining knowledge of relevant external developments in employment law and mediation practice)

5. CONFLICT AUDITING

- Auditing and evaluation: what's, why and how?
- Maintaining DR/CM strategy in line with organizational strategy
- Sharing organizational learnings

6. STAKEHOLDER MANAGEMENT

- Engaging support: differing perspectives and CM, contexts for leaders and managers
- Monitoring and managing the aftermath of a dispute - achieving a lasting peace
- Interfaces with other functions/processes (grievance procedures, performance management, litigation, public relations)
- Influencing the 'cultural recipe' – what can be achieved?

