



Practical, memorable and inspiring training by conflict management specialists.

The A-Z of conflict training

Unsurprisingly, conflict management is a common feature in much management training, whilst specialist mediation training is vital for anyone who regularly performs this role.

Our portfolio of courses includes programmes meeting these needs, but we've developed a range of courses too intended for those who manage grievances, oversee conflict strategy or who lead from the top, each taught by relevant specialists with experience in these different fields.

Our training courses are usually run in-house for organisations, although we do occasionally run public courses as well. All courses can be easily customised to suit particular needs and some are also available under licence.

Most modules can be integrated with existing management development and other training programmes if required.

Aiming to continuously improve

We are committed to continually enhancing our courseware, based on feedback from delegates, other clients and our own observers who occasionally moderate on courses.

With a focus on equipping those who are in the frontline to deal with conflict effectively, especially during the early stages of an emerging dispute, our training is for line managers and others who have staff management responsibility as well as for HR practitioners, mediators and coaches.

Our courseware has been developed based on what individuals who face conflict daily said they needed. This has produced inspiring content that is memorable, relevant and readily absorbed into delegates' skill sets, especially emphasising practical, hands-on techniques and easy to recall micro tools.

Matching learning styles

Catering for different individuals' learning preferences, many of our courses combine a range of learning methods, including demonstrated role-plays, exercises using genuine case studies, video scenarios and highly illustrative materials. Some include assessed material, allowing accreditation by the Institute of Leadership and Management. All are endorsed by the International Conflict Management Forum.

Our current and planned forthcoming programmes are listed overleaf.



The Janus Partnership provide specialist dispute resolution services, training and consultancy for managing conflict at work. We offer mediation, conflict coaching, grievance investigation and advisory services to help organisations resolve workplace disputes and to ensure that differences are channelled constructively. Our range of training courses is aimed at helping HR generalists and line managers become more effective at managing and containing conflict, as well as being suitable for coaches and mediators.

PLEASE CALL +44 (0)20 7870 1080 TO FIND OUT MORE.

CURRENT:		
COURSE NAME AND DESCRIPTION	CODE	DURATION
<p>Grievance Investigation - Hard Practice and Investigative Techniques</p> <p>Responding to the need for advanced techniques in grievance investigation and a need for even the most experienced investigators to occasionally take stock of their approach to uncovering the truth, this interactive event draws on lessons from both high profile fairness at work investigation and police detective training to offer a wide range of practical tips, micro-tool techniques and insights for conducting and reporting on investigations effectively. The course is suitable for anyone who regularly or may occasionally need to conduct a grievance investigation in the workplace.</p>	GIP	1
<p>Managing Conflict At Work</p> <p>The course aims to give managers exposure to a wide range of techniques, case scenarios, 'know-how' and reflective practice to enable them to minimise, contain and resolve unhealthy conflict both within and between teams, as well as knowing how to identify and channel constructive conflict effectively.</p>	MCW	2
<p>Dispute Resolution Workshop (Enhanced module for HR managers)</p> <p>This workshop is aimed at HR professionals 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.</p>	HRE	1
<p>Conflict Management In Leadership</p> <p>Aimed specifically at leaders within organisations rather than managers, this brief workshop considers the impacts of conflict within organisations, the need for a strategy to channel conflict constructively, and focusing attention on appropriate leadership styles and interventions.</p>	LCM	½
<p>Effective Mediation</p> <p>This course aims to provide delegates with the knowledge, techniques and skill necessary to mediate a 'lasting peace' effectively, especially when a complaint has been formally escalated.</p>	EFM	3
FORTHCOMING:		
COURSE NAME AND DESCRIPTION	CODE	DURATION
<p>Beat the Bullies</p> <p>Aimed at those who believe they are the victims of bullying, this course will offer strategies, insights and techniques for coping with aggression, intimidation and unfair treatment. Optionally may be combined with dedicated mentoring.</p>	BBL	1
<p>Employment Tribunals</p> <p>This course will be aimed at individuals who expect to attend an Employment Tribunal for the first time. Information about what to expect will be covered, including mock role-plays based on a number of case studies (please note that it isn't legally permitted to rehearse for an impending tribunal in the UK). The course will be aimed at small groups and may be conducted on a one-to-one basis, including coaching.</p>	ETB	1/2
<p>Coach to Mediator</p> <p>This course will explore the similarities and differences between the role of coach and mediator, enabling coaches to enhance their knowledge and skill-sets to act as a mediator (independently of coaching).</p>	CTM	3



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