

City of Beaverton Dispute Resolution Center presents

MEDIATION SKILLS FOR MANAGERS



DATES:

March 1 and 8

TIMES: 9 am - 4:30 pm

COST: \$250

Free to internal employees

What can we do about conflict in the workplace? How can we communicate more constructively in the heat of the moment? What techniques can be used to help a difficult conversation go more smoothly? How can we more effectively support employees experiencing conflict with others? These questions are discussed in our highly interactive two-day Mediation Skills for Managers, Supervisors and Leads.

Reviews for past workshops:

"This was THE BEST training I have been to in a long while. The opportunities to role play with the "experts" was fantastic."

"It was such a good training. Inspirational."

"Everything our instructor taught was very applicable in both our work life and personal life. I found it valuable to learn how to "hold my ground" and to ask questions that get the point across w/o sounding offensive."

Course Topics:

- Common sources of workplace conflict
- Instinctual responses to conflict
- Conflict response styles
- Personal qualities of a mediator
- Listening skills
- Stages of workplace mediations
- Special issues that come up in mediations

Register online at

www.beavertonoregon.gov/drc or call 503-526-2523

