



Introduction to Mediation 6 Module Program

Module 3: Mediating Workplace Disputes

Course Content & Overview

Course Content:

- Assignments:
 - Recorded Lecture 1
 - Nature of conflict and conflict management theory and principles
 - Making sure that individuals with full settlement authority will be present
 - Forming relationships/building rapport
 - Balancing communication
 - Framing and narrowing issues
 - Encouraging genuine recognition between the parties
 - Report
 - Recorded Lecture 2
 - Nature of conflict and conflict management theory and principles
 - Identifying and screening issues/isolate non-mediabile and less relevant issues
 - Establishing neutrality and impartiality and treat the parties fairly and to run the mediation process in an impartial, respectful, and dignified manner
 - Confronting
 - Reality testing using appropriate reality checks
 - Managing power appropriately
 - Correspondence with multiple parties
 - Reading Materials to accompany Lecture 1
 - Can we call a Truce? Ten Tips for Negotiating Workplace Conflicts. By Jeffrey Krivis
 - What is Mediation and how does it fit into the Workplace? By Tim Hicks
 - When mediation is the right approach to resolving workplace conflict. By Louisa Dickinson
 - Workplace bullying – is mediation appropriate? By Saranne Segal
 - Reading Material to accompany Lecture 2
 - Break & Repair vs. Preventive Maintenance in Workplace Conflict. By Lorraine Segal
 - Risk Factors for Workplace Interpersonal Conflict: How to Prevent it Before it Begins. By Vanessa Rose

- Cost of Workplace Conflict. By Kathleen Kauth
 - It Ain't My Fault: How Best to Manage Workplace Conflict. By Amy Robertson
- Audio/Visual Materials to accompany Lecture 1
 - A New Approach for Conflict Management Podcast
 - Workplace Mediation Podcast
 - Mediation Intake Examples
- Audio/Visual Materials to accompany Lecture 2
 - Workplace Mediation in Action – Conflict Masters
- Essay Assignment to accompany Lecture 1
 - Would using a formal mediation process be more effective than an informal mediation process for resolving workplace disputes?
 - 500 – 1,000 Words, 3 References, and post to the course's Slack channel
- Essay Assignment to accompany Lecture 2
 - Having watched the video example of a workplace mediation, what did you see as the strengths of the mediator? What were the weaknesses of the mediator? Do you feel that this dispute was appropriate for mediation? If so, why? If not, why not?
 - 500 – 1,000 Words, 3 References, and post to the course's Slack channel
- Reflective Journal Video to accompany Lecture 1
 - Record a 5-minute video of reflecting upon first section of learning materials
- Reflective Journal Video to accompany Lecture 2
 - Record a 5-minute video of reflecting upon second section of learning materials
- 1 Hour Roleplay Video Assignment
 - Using the Roleplay materials within the course, use some volunteers to practice the mediation process, recording it as a video.
 - Post to the course's Slack channel
- Written Reflective Journal
 - Write your reflections about the entirety of the course
 - Approximately 500 words and post to the course's Slack channel