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Registered in
Australia
ABN 50 638 176 780

TITLE: Mediating Workplace Disputes

DURATION: 2 days

LEARNING MODE: Face to Face
With Printed Manual

SUITABLE FOR:

- Family Mediators
- Mediators
- FDRPs
- Human Resource Professionals,
- Psychologists,
- Workplace EAP providers,
- Managers.

ENTRY REQUIREMENTS:

- Mediation Skills course OR
- National Mediator Accreditation

CERTIFICATION: Certificate of Attendance

DESCRIPTION:

This two day program explores the use of dispute resolution processes in workplace disputes.

Managing Workplace Disputes identifies the nuanced nature of disputes in the workplace. Initially understanding the social theory and law behind workplace disputes, the course considers how to undertake a dispute resolution between involving a two party dispute, and how to manage a multiparty dispute resolution process.

Jon Graham has provided mediation to families and workplaces for over 25 years. His extensive background in the management of complex cases and research in relational complexity, has made him a regular national and international trainer and presenter.



KEY ELEMENTS:

- Key people in workplace disputes
- The intake and assessment process and sponsor report
- Three dispute resolution approaches to apply to a dispute
- Skills in two party workplace mediation
- Skills in multi party workplace mediation
- The particularities of workplace violence and abuse
- Ethical practice in dispute resolution in workplaces
- Practice issues in working in the not for profit sector

COURSE OBJECTIVES

At the conclusion of this course participants will be able to:

1. Identify the unique characteristic that characterise workplace disputes
2. Explain the various modalities of dispute resolution that can be applied to workplace dispute resolution (therapeutic approaches, facilitative and directive dispute resolution approaches)
3. Demonstrate the skills of the workplace dispute resolver in a role play context
4. Explain the ethical challenges of the provisions of dispute resolution in various workplaces.

MINIMUM AND MAXIMUM NUMBERS:

| Minimum Numbers | Maximum Numbers |
|-----------------|-----------------|
| 6 | 20 |