



Conflict Resolution – Transformative Mediation Skills

Resolve and Transform Conflicts Using Innovative
Mediation Strategies

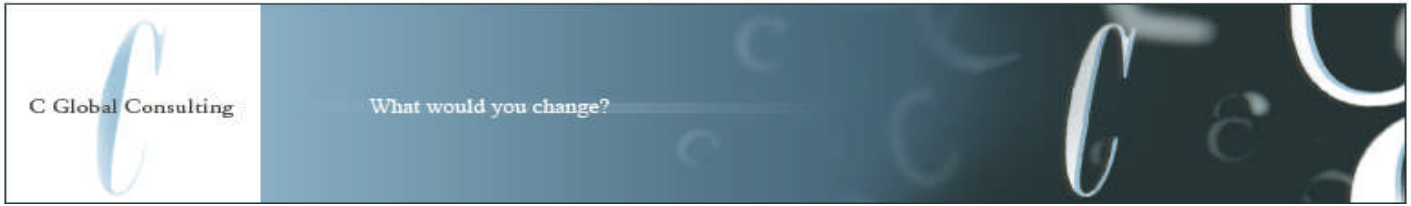
*2-3 Day Workshops for Leaders, Managers, Human Resources
Professionals and Others Involved in Mediating Workplace Disputes.*

When interpersonal conflicts occur between people and teams in organizations, the costs can be truly staggering—inefficiency, failing to meet goals and deadlines, low morale, high turnover and lost customers. It is estimated that Fortune 1000 executives spend on average 13% of their time mediating disputes within their organizations. For middle level managers up to 40% of their time is often spent responding to conflicts in their units. In order to maintain competitiveness in today's globalized and fast-paced operating environment as well as create workplaces marked by high quality of life, conflicts need to be proactively addressed and managed.

C Global Consulting's conflict resolution programs are designed to help you and your organization learn to prevent, resolve and transform conflicts. Participants in this dynamic and experiential program will develop the core mediation skills necessary for resolving conflicts, repairing relationships and transforming disputes into drivers of learning and change.

Key Workshop Benefits...

- Understand how and why skills in mediation are critical for leaders, managers and internal consultants in organizations.
- Explore the roles of the mediator and disputants in mediation.
- Internalize a three-stage transformative mediation process for resolving and transforming disputes.
- Gain strategies for building readiness and a positive mediation climate.
- Develop core listening skills for managing and leveraging emotions.
- Learn strategies for facilitating transformative shifts in disputants.
- Understand the essentials for crafting agreements as a key outcome of the mediation process.



Program Sessions

Day One	Day Two	Day Three
<p><i>Morning Session</i></p> <ul style="list-style-type: none"> • Forming Learning Community • Business Case for Mediation • Mediation Models • Problem-solving & Transformation • Phase I: Framing 	<p><i>Morning Session</i></p> <ul style="list-style-type: none"> • Culture & Emotions in Mediation • Transitioning into Phase II • Mediation Simulation #2 • Feedback & Coaching 	<p><i>Morning Session</i></p> <ul style="list-style-type: none"> • Transition to Phase III • Problem-Solving & Transformation • Mediation Simulation #4 • Feedback & Coaching
<p><i>Afternoon Session</i></p> <ul style="list-style-type: none"> • Opening Statements Practice • Four Part Focused Listening • Mediation Simulation #1 • Feedback & Coaching 	<p><i>Afternoon Session</i></p> <ul style="list-style-type: none"> • Facilitating Disputant Dialogue • Identifying and Ordering Issues • Mediation Simulation #3 • Managing Impasses • Feedback & Coaching 	<p><i>Afternoon Session</i></p> <ul style="list-style-type: none"> • Crafting Agreements • Mediation Simulation #5 • Feedback & Coaching • Closing & Future Resources

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