

The Course for All Staff ... a core workplace competency

How to Resolve Conflict with Others

Getting others to work with you, not against you

The Self-as-Mediator Seminar

Overview

Put the tools of the professional mediator into the hands of every employee.

The Self-as-Mediator Seminar is the most cost-effective way to meet the challenges of today's intensely interdependent workplaces. Learn to manage the differences that impair teamwork, quality, decision-making, job motivation, and cooperation.

Continuing education approvals have been granted by the Employee Assistance Professionals Association (EAPA), the Society for Human Resource Management (SHRM), and other authorities.



Approved by the US General Services Administration (GSA) for training of federal employees. See mediationworks.com/123/sam for client references, customization options, video sample, PowerPoint overview, and much more.

Every conflict is started by two people

Course Outline

- **The two communication "bad habits" of all people in all cultures**
And how to avoid them
- **Self Mediation**
And how to apply it
- **Types of conflict**
Supervisor-employee, employee-supervisor, and employee-employee
- **STEP 1: Find a time to talk**
Why 95% of communication problems stay unsolved, and how to reverse this ratio
- **STEP 2: Plan the context**
The nuts-and-bolts about where-and-when to talk
- **STEP 3: Talk it out**
Two simple verbal techniques for getting from "me-against-you" to "us-against-the-problem"
- **STEP 4: Make a deal**
The three obvious (but usually ignored) criteria for making agreements that work
- **The surprising reason why this simple communication tool is so effective**
- **Putting Self Mediation to work in your specific job**

Instructor



Who Should Learn Self Mediation?

The Self-as-Mediator Seminar is designed for any employee who works interdependently with others — managers and non-managers alike. Indeed, it is a core workplace competency, and is considered a "life skill" by many learners who also use it to enhance their personal and family relationships.

Materials and Resources

- **Workbook**
A multi-volume step-by-step individualized guide for using new skills on the job
- **Sourcebook**
Managing Differences
by Daniel Dana, PhD
- **Wallet card**
Handy guide that summarizes Self Mediation for immediate use
- **Dana Benchmarking Instruments**
Unrestricted personal access to these on-line tools for organizational assessment:
 - The Dana Measure of Financial Cost of Conflict*
 - The Dana Survey of Conflict Management Strategies*

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