



Mediation Skills for Human Resources Personnel

Languages Offered:

- English
 Spanish

Resolve workplace conflict before it effects organizational performance!

Study the best practices for understanding, preventing and managing problems dealing with employment related conflict. Gain up to date knowledge of employment laws. The use of case studies to apply practical interventions to the organization's day-to-day operations. Participants will receive a mediator's guide for dealing with handling employment related conflicts.

What trainees will learn:

- The skills essential for successful employment mediation.
- Mediation process skills to handle workplace disputes.
- Practical implications of the laws in day-to-day human resources operations

In-depth role-plays help participants practice the skills to facilitate the process.

How this training will benefit your company and employees:

Participants completing this training will understand the framework and skills required in mediating workplace conflicts. Organizations will benefit from having staff that is able to develop a foundation for dealing with difficult workplace conflicts through negotiation and conflict resolution practices.

Participants completing the training will receive a Mediation certificate.

This training can be conducted for 8 hours or more. Onsite training may be customized to meet your business needs.

ABOUT MIKE EAGLESON



Mike Eagleson's professional career spans over 30 years in the workplace conflict management field. Mike has taught Organizational Development courses to companies across the United States. In addition, Mike has been teaching for the University of Laverne for the past 24 years during this time, Mike has taught courses in Conflict Management, Organizational Development, Leadership, Negotiation and Mediation. Additionally, the University has called upon Mike to lead seminars for community leaders in areas such as "Dealing with Difficult People".

Mike is considered an expert in the field of conflict resolution.