



Mediation
Northern Ireland



IMMERSIVE CONFLICT RESOLUTION PRACTICE

Three day in-person
programme

Aimed at leaders, managers and HR professionals of all levels who are interested in increasing their ability to deal more effectively with conflict.



**QUEEN'S
UNIVERSITY
BELFAST**

FACULTY OF
MEDICINE,
HEALTH AND
LIFE SCIENCES

KN CHEUNG
SK CHIN
INTERSIM
CENTRE

IMMERSIVE CONFLICT RESOLUTION PRACTICE CPD ACCREDITED



Why go on the programme?

The programme will be run in collaboration with the KN Cheung SK Chin InterSim Centre at Queen's University Belfast. On the third day of the programme participants will have the opportunity to test out their new skills in the state-of-the-art simulation centre. This innovative and experiential new approach will utilise the latest technology to enhance and apply learning from the programme.

According to the Labour Relations Agency, workplace conflict is costing Northern Ireland employers £850 million a year. Workplace conflict can occur across a wide spectrum of behaviour, from a low-level difference of opinion to serious incidents of bullying or harassment. Not all conflict is necessarily negative, but even a minor disagreement between people can fester and escalate if it is not addressed and resolved at the earliest opportunity.

Research by the Chartered Institute of Personnel and Development (CIPD) has found that the single most common cause of workplace conflict is differences in personality styles. The most common behaviour associated with conflict at work is poor communication and the consequences can range from a drop in motivation, commitment, and engagement, to high levels of anxiety, stress, and staff turnover.

We believe that having our teams, staff, managers and leaders better equipped to deal with conflict makes our organisations better places to work.

Who should attend?

The programme is aimed at leaders & managers, and HR professionals of all levels who are interested in increasing their ability to deal more effectively with conflict. There are no prerequisites for this programme.

Learning outcomes

Participants will



Explore the nature of workplace conflict



Assess their own conflict style



Develop a greater understanding of how to manage emotions during conflict



Gain an awareness of the mediation and negotiation processes



Examine practical techniques and tools for dealing more effectively with conflict



Learn skills for resolving conflict in their teams and organisations

Programme Directors



Enda Young

Enda is the Managing Director of Mediation Northern Ireland. He has been involved with conflict resolution, mediation, and negotiations for over twenty years. He's worked with some of the world's largest companies and organisations and specialises in helping people get better at dealing with conflict.



Laurie Randall

Laurie is the Director of Mediation and Development of Mediation Northern Ireland and has worked with us since 1995. She has over thirty years experience working as a mediator, facilitator and trainer with hundreds of organisations in the public and private sectors.



Gerry Gormley

Gerry is a clinical professor in simulation at Queen's University Belfast. He is a leading international scholar in simulation and has over 20 years' experience of delivering and researching simulation based educational activities. In 2022 he became Interim Director of the new state-of-the-art simulation centre at Queen's - InterSim.



Dr Paul Murphy

Dr Paul is a Senior Lecturer at Queen's University Belfast who specialises in simulation-based education and training. His research focuses on how students and professionals can be better trained to engage in challenging situations by constructing, delivering, and evaluating scenario-based workshops that are designed to simulate real-world situations.

Agenda

Day 1

The nature of workplace conflict

The alternative dispute resolution spectrum

Personal conflict style assessment tool (Thomas-Kilmann Conflict Mode Instrument)

Dealing with emotions

Day 2

Effective conflict resolution techniques

Workplace negotiation skills

The mediation process and mediative communication skills

Practical communication tool and skills

Day 3

Innovation day of practice in the Intersim Centre

Other Upcoming Courses

1-day Workplace Conflict Resolution Skills

1-day Dealing with Difficult Conversations

8-day Mediation Theory & Practice

Further information available at <https://mediationni.org/training/#upcoming>

Other Services Available

Bespoke Training Solutions

Workplace Mediation

Conflict Coaching

Further information available at <https://mediationni.org/services/>

Mediation NI

Mediation House
83 University Street
Belfast
BT7 1HP

+44 (0)28 9043 8614
info@mediationni.org

To find out more visit
www.mediationni.org



Mediation
Northern Ireland

Helping you handle conflict better