

# CONFLICT RESOLUTION AND MEDIATION SKILLS FOR HR

Toronto - Canada  
15 - Jun 2026 - 19 - Jun 2026  
\$6,000

**GENTEX**<sup>®</sup>  
TRAINING CENTER





## Introduction

In today's dynamic work environment, fostering a positive and collaborative atmosphere is essential for organizational success. However, disagreements and conflicts are inevitable. HR professionals play a critical role in effectively resolving these conflicts, minimizing disruptions, and fostering productive working relationships. This intensive five-day program, offered by Gentex Training Center, equips HR professionals with the knowledge and practical skills needed to become adept conflict resolvers and mediators. Through interactive workshops, role-playing exercises, and real-world scenarios, participants gain the ability to de-escalate tensions, facilitate constructive communication, and guide employees towards mutually beneficial resolutions.

## Conflict Resolution and Mediation Skills for HR Course Objectives:

- Master the core principles of conflict resolution and its role in maintaining a healthy workplace environment.
- Gain a comprehensive understanding of different conflict styles and their impact on communication.
- Develop proficiency in active listening skills and effective communication techniques for conflict resolution.
- Explore various conflict resolution strategies, including negotiation, mediation, and facilitation.
- Master the art of conducting effective conflict resolution and mediation sessions.
- Understand legal considerations and best practices for workplace conflict resolution.
- Analyze real-world case studies to apply conflict resolution and mediation skills in practical HR scenarios.
- Formulate a personalized action plan to utilize conflict resolution and mediation skills within your HR role.

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## Course Methodology

This interactive program utilizes a participant-centric approach. It blends lectures from conflict resolution experts, interactive workshops, real-world case studies, group discussions, role-playing exercises, and self-reflection activities. Participants actively engage in simulations, practice active listening and communication techniques, and participate in mock mediation sessions. Through experiential learning, participants gain the practical skills and theoretical knowledge needed to navigate conflict situations effectively and become valuable resources in promoting a harmonious and productive work environment.

## Who Should Take This Course

- HR professionals, managers, and supervisors seeking to enhance their conflict resolution and mediation skills.
- Employees interested in developing skills to manage disagreements in a constructive manner.
- Anyone interested in gaining the knowledge and tools to navigate conflict situations effectively and promote positive working relationships.

## Conflict Resolution and Mediation Skills for HR Course Outline:

### Day 1: Understanding Conflict: The Dynamics and Impact on Workplaces

- Exploring the Nature of Conflict in the Workplace and its Potential Impact on Productivity
- Identifying Different Conflict Styles and Communication Patterns



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- Recognizing the Importance of Early Intervention in Addressing Conflict

## Day 2: Active Listening and Communication Skills for Conflict Resolution

- Mastering the Art of Active Listening to Understand Underlying Issues and Concerns
- Developing Effective Communication Techniques for Conflict Resolution: Clear Expression, Empathy, and Assertiveness
- Practicing De-escalation Techniques to Manage Volatile Situations

## Day 3: Conflict Resolution Strategies and Techniques

- Exploring Different Conflict Resolution Strategies: Negotiation, Mediation, and Facilitation
- Understanding the Role of HR Professionals in Conflict Resolution and Mediation Processes
- Practicing Conflict Resolution Techniques Through Role-Playing Exercises

## Day 4: Conducting Effective Conflict Resolution and Mediation Sessions

- Mastering the Skills for Facilitating Constructive Dialogue Between Conflicting Parties
- Developing Strategies to Identify Common Ground and Explore Mutually Beneficial Solutions
- Practicing Mediation Techniques Through Mock Mediation Sessions

## Day 5: Integration and Implementation: Action Planning and Utilizing Conflict Resolution Skills

- Understanding Legal Considerations and Best Practices in Workplace Conflict Resolution



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- Formulating a Personalized Action Plan to Implement Conflict Resolution Skills within Your HR Role
- Analyzing Real-World Case Studies to Apply Conflict Resolution and Mediation Skills in Practical Scenarios
- Discussing Best Practices and Strategies for Creating a Culture of Open Communication and Conflict Resolution

## Conclusion

By successfully completing this comprehensive program offered by Gentex Training Center, HR professionals gain the knowledge and practical skills needed to become confident conflict resolvers and mediators. They will be equipped to effectively manage workplace disagreements, facilitate constructive communication, and guide employees towards positive outcomes. This enhanced knowledge empowers them to foster a more harmonious and productive work environment for all.

