

MEDIATION SKILLS FOR TEAM LEADERS AND MANAGERS



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TRAINING CENTER

Step 1 Classification

English: Business & Management Excellence Courses Interpersonal Skills & Self-Development Training Courses Next-best alternative: Leadership & Management Training Courses (because mediation and dispute handling are core managerial duties).

Arabic: البريد الإلكتروني هو وسيلة اتصال إلكترونية تستخدم البريد الإلكتروني لإرسال واستقبال الرسائل الإلكترونية. البريد الإلكتروني هو وسيلة اتصال إلكترونية تستخدم البريد الإلكتروني لإرسال واستقبال الرسائل الإلكترونية.

Mediation Skills for Team Leaders and Managers Training Course

Introduction

When two team members stop cooperating, the cost lands on the manager. Deadlines slip, meetings turn tense, and good people start looking for exits. This Mediation Skills for Team Leaders and Managers Training Course prepares leaders to step into disputes with structure rather than instinct. Learners study interest-based mediation, the ThomasKilmann conflict modes, and the stages of a formal mediation process. Furthermore, the course covers impartiality, power balance, emotional de-escalation, and writing agreements that hold. As a result, participants resolve disputes faster, protect team relationships, and build a workplace culture where problems surface early.

Mediation Skills for Team Leaders and Managers

Course Objectives

- Distinguish mediation, coaching, and arbitration, and choose the right intervention.
- Assess conflict using the Conflict Process model and the ThomasKilmann modes.
- Maintain neutrality and manage personal bias during disputes.
- Set ground rules and structure a mediation session from opening to agreement.
- Apply interest-based negotiation to move parties past fixed positions.
- Use active listening, reframing, and neutral language techniques.
- Manage power imbalance, strong emotion, and bad-faith behaviour.

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- Conduct private caucus sessions and confidential one-to-one conversations.
- Write clear, written agreements with commitments and review dates.
- Rebuild working relationships and prevent conflict recurrence.

Course Methodology

This course combines short lectures with extensive mediation simulation. Participants mediate live scenarios drawn from real team disputes and receive structured feedback from trainers and peers. Trainers use case studies, recorded practice, and coached role-play. Group debriefs examine what worked and what stalled. In addition, participants complete a personal conflict style profile and build a mediation toolkit for their teams.

Who Should Take This Course

- Team leaders and supervisors handling internal disputes
- Department managers resolving friction between staff
- Human resources and employee relations professionals
- Project managers working across conflicting functions
- Operations and shift supervisors managing day-to-day tension
- Change managers guiding teams through disruption
- Anyone responsible for workplace harmony and performance

Mediation Skills for Team Leaders and Managers Course Outlines

Day 1: Understanding Workplace Conflict

- Sources of conflict: resources, roles, values, and perception



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- The Conflict Process model and stages of escalation
- Task conflict versus relationship conflict
- The ThomasKilmann five conflict modes in practice
- When to mediate, when to coach, when to escalate
- The manager's dual role: leader and neutral third party
- Personal conflict style profile and its impact

Day 2: Communication and Emotional Control

- Active listening and empathic reflection techniques
- Neutral language and reframing accusations
- Non-violent communication: observation, feeling, need, request
- Managing your own triggers during tense sessions
- De-escalation language and tone control
- Handling silence, tears, anger, and passive resistance
- Communication practice with recorded feedback

Day 3: The Mediation Process

- Preparing: venue, timing, ground rules, and confidentiality
- Stage one: opening statements and issue identification
- Stage two: exploration, interests, and joint problem solving
- Stage three: option generation, negotiation, and agreement
- Private caucus: purpose, limits, and confidentiality
- Managing power imbalance and dominant personalities
- Simulated mediation with structured debrief





Day 4: Difficult Cases and Impartiality

- Recognizing and controlling personal bias
- Cultural differences in how conflict is expressed
- Bad-faith behaviour, hidden agendas, and stalemate
- Deciding when mediation has failed and what follows
- Handling disputes involving your own direct reports
- Documenting sessions and protecting confidentiality
- Challenging-case workshop with coaching

Day 5: Agreements, Follow-Up, and Culture

- Writing agreements: commitments, owners, dates, evidence
- Follow-up reviews and monitoring arrangements
- Restoring trust after serious breakdowns
- Coaching team members in conflict competence
- Designing team norms that prevent escalation
- Building a mediation toolkit and referral pathway
- Personal action plan and final assessment

Conclusion

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By successfully completing Mediation Skills for Team Leaders and Managers, participants will gain a practical understanding of how to intervene in workplace disputes fairly and effectively. They will be able to assess conflict accurately, hold a structured mediation session, manage strong emotion, and secure agreements that both parties honour. In addition, they will know how to rebuild relationships after disputes and prevent recurrence. Gentex Training Center designed this course so that learners return to work ready to handle team conflict with confidence and impartiality.

FAQs

Q1 What is the "Mediation Skills for Team Leaders and Managers" course about?

It teaches leaders how to resolve disputes between team members as a neutral third party. Participants learn conflict assessment, structured mediation stages, neutral communication, caucus technique, agreement drafting, and follow-up practice to prevent recurrence.

Q2 What are the key benefits of the "Mediation Skills for Team Leaders and Managers" course?

Participants settle disputes before they damage performance or drive people out, reduce escalation to HR and formal complaints, and restore team productivity faster. They also gain confidence in emotionally charged conversations and build a reputation for fairness.

Q3 What skills will I gain from the "Mediation Skills for Team Leaders and Managers" course?



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You will gain conflict assessment and intervention choice, impartial mediation process management, neutral communication and de-escalation, and agreement drafting and follow-up. These four skills combine to make you a trusted in-house mediator for your team.

Q4 What tools, methods, or standards are covered in the "Mediation Skills for Team Leaders and Managers" course?

The course covers the ThomasKilmann five conflict modes, the Conflict Process model, interest-based negotiation, the three-stage mediation structure, private caucus technique, Non-Violent Communication, and written agreement templates with review schedules.

Q5 How is the "Mediation Skills for Team Leaders and Managers" course applied in real-world practice?

Professionals apply it when two employees clash over workload or credit, when departments block each other's work, and when a grievance needs handling before it escalates. The methods transfer to any situation where a leader must remain fair while restoring cooperation.

