

PEER MEDIATION FOR POLICE ORGANISATIONS



GENTEX[®]
TRAINING CENTER



Introduction

Police organisations carry a distinctive mix of pressure: shift work, hierarchy, exposure to trauma, and disputes that can affect operational readiness. When friction between colleagues goes unmanaged, it spreads into briefing rooms, patrol partnerships, and unit cohesion. This Peer Mediation for Police Organisations Training Course prepares selected officers and civilian staff to mediate disputes between their peers, before formal grievance procedures are triggered. Learners study conflict diagnosis, interest-based mediation, and the structured mediation process. Furthermore, the course covers confidentiality, impartiality, and the boundary between mediation and discipline. As a result, participants resolve disagreements earlier and strengthen trust across ranks.

Peer Mediation for Police Organisations Course Objectives

- Explain the purpose, limits, and ethical boundaries of peer mediation.
- Diagnose workplace conflict using the Conflict Process model and the ThomasKilmann modes.
- Distinguish mediation from investigation, discipline, and line management action.
- Apply interest-based negotiation to move peers past fixed positions.
- Structure a mediation session through opening, exploration, and agreement stages.
- Maintain neutrality and declare conflicts of interest appropriately.
- Use active listening, reframing, and neutral language under tension.
- Manage power differences between ranks, units, and civilian and sworn staff.
- Document mediated agreements confidentially with clear commitments.
- Refer cases correctly when mediation is unsuitable or has failed.



Course Methodology

This course combines short lectures with extensive mediation simulation. Participants mediate live scenarios drawn from police workplace situations and receive structured feedback from trainers and peers. Trainers use case studies, recorded practice, and coached role-play. Group debriefs examine what worked and where sessions stalled. In addition, participants complete a personal conflict style profile and build a peer mediation toolkit with referral pathways.

Who Should Take This Course

- Police officers selected as peer mediators or workplace contacts
- Sergeants, inspectors, and unit supervisors
- Human resources and employee relations staff in police services
- Occupational health, welfare, and peer support officers
- Civilian staff representatives and union liaisons
- Training and professional standards personnel
- Anyone supporting workplace relations within a police organisation

Peer Mediation for Police Organisations Course Outlines

Day 1: Conflict and Mediation in a Police Context

- Sources of conflict in police organisations: shifts, units, hierarchy, trauma
- The Conflict Process model and stages of escalation
- The ThomasKilmann five conflict modes applied
- What peer mediation is and what it is not

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Boundaries: mediation versus discipline, investigation, and grievance
- Confidentiality, voluntariness, and ethical conduct
- Personal conflict style assessment

Day 2: Communication and De-escalation

- Active listening, paraphrasing, and empathic reflection
- Neutral language and reframing accusations
- Non-Violent Communication: observation, feeling, need, request
- Managing your own reactions under provocation
- De-escalation language and tone control
- Handling silence, anger, and passive resistance
- Communication practice with recorded feedback

Day 3: The Mediation Process

- Preparation: venue, timing, ground rules, and safety
- Stage one: opening statements and issue identification
- Stage two: exploration of interests and joint problem solving
- Stage three: options, negotiation, and agreement
- Private caucus: purpose, confidentiality, and limits
- Managing power imbalance between ranks and units
- Simulated mediation with structured debrief

Day 4: Difficult Cases and Impartiality

- Recognizing and declaring conflicts of interest
- Mediating between different ranks and between sworn and civilian staff



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Culture, language, and diversity considerations
- Bad-faith behaviour, hidden agendas, and stalemate
- Recognizing cases unsuitable for mediation and referring them
- Trauma awareness and emotional safety in sessions
- Challenging-case workshop with coaching

Day 5: Agreements, Referral, and Peer Mediation Systems

- Writing agreements: commitments, owners, and review dates
- Follow-up reviews and monitoring confidentiality
- Escalation and referral pathways within the organisation
- Building a peer mediation roster and case intake process
- Training peers in conflict competence
- Recording outcomes without creating formal records of discipline
- Personal action plan and final assessment

Conclusion

By successfully completing Peer Mediation for Police Organisations, participants will gain a practical understanding of how to mediate workplace disputes between colleagues fairly and confidentially, and when such cases must go elsewhere. They will be able to diagnose conflict, hold a structured mediation session, manage power differences across ranks, and document agreements that both parties keep. In addition, they will know how to build a peer mediation system that functions inside police procedures. Gentex Training Center designed this course so that learners return to their units able to reduce friction early and protect working relationships.





FAQs

Q1 What is the "Peer Mediation for Police Organisations" course about?

It prepares selected police and civilian staff to mediate disputes between colleagues before formal procedures begin. Participants cover conflict diagnosis, mediation stages, neutrality, confidentiality, handling rank differences, and referral boundaries with discipline and grievance processes.

Q2 What are the key benefits of the "Peer Mediation for Police Organisations" course?

Participants settle workplace disputes earlier and with less formal escalation, protecting unit cohesion and operational readiness. They also reduce grievance and discipline caseloads, rebuild trust between colleagues, and provide a confidential channel colleagues actually use.

Q3 What skills will I gain from the "Peer Mediation for Police Organisations" course?

You will gain conflict diagnosis and escalation awareness, impartial mediation process management, neutral communication and de-escalation, and agreement documentation and referral judgement. These four skills combine to make you a trusted peer mediator within your unit.



Q4 What tools, methods, or standards are covered in the "Peer Mediation for Police Organisations" 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 and confidential recordkeeping.

Q5 How is the "Peer Mediation for Police Organisations" course applied in real-world practice?

Professionals apply it when colleagues clash over shift allocation, patrol partnerships, unit treatment, or a workplace incident. The methods transfer to any police environment where a neutral colleague can resolve friction before it reaches formal grievance or disciplinary channels.