



THE RESOLUTION AGENCY

Welcome to the

Sheffield City Region

Breakfast Club

Tuesday 17th March 2015

In Crisis There is Opportunity



What is Mediation?

- Mediation allows the participants to make their own decisions rather than having outcomes imposed on them.
- Various models of mediation exist we will focus on the use of Facilitative Mediation in the workplace.

Workplace Mediators

- **“Coach”** individuals how to manage their own responses to conflict.
- **Facilitate Action Learning Sets** – medium for managing complex multi layered issues which lack a technical solution
- **Mediate** disputes between individuals – pre legal or during the legal process.

We all mediate daily

- Conflict is normal and interpersonal conflict is inevitable.
- Workplace conflict is often one of two things:
 - 1. Relationship conflicts** – personality clashes or differences in values.
 - 2. Task conflicts** – the focus is on how work is performed

Skills that transform conflict

- **Active Listening** is:
 1. Working to understand the point of view of the speaker and their message
 2. Learning how to give verbal and non verbal feedback
 3. Suspending judgement until you have heard the complete message.

Listening with an open mind?

- Sit with someone you don't know well.
- Decide who will select a card first
- One person speaks the other must listen without interruption
- After three minutes the listener must repeat back in summary form what was said.
- Switch roles and repeat the exercise

Follow up

- Tell each other how the exercise felt to you
- Did each of you feel the other listened with an open mind?
- What gave you that impression?
- How did you feel about not being permitted to voice your own opinion?

The role of self awareness

- The value of Psychometrics
- What it reveals about our traits
- What our traits contribute to our ability to listen
- How an understanding of ourselves assists our understanding of others

Thank you for participating

