MERCURY

Workplace Mediation and Conflict Resolution Skills Course

21 – 25 December 2026
Madrid (Spain)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Workplace Mediation and Conflict Resolution Skills Course

Ref: 1030_254362 **Date:** 21 – 25 December 2026 **Location:** Madrid (Spain) **Fees:** 5600 Euro

In this comprehensive course, participants will explore the dynamic field of Workplace Mediation and Conflict Resolution. Recognized as an integral skill for personnel and human resource roles, this course delves into the principles and practices essential for navigating and resolving conflicts within the workplace. The curriculum is designed to equip attendees to effectively manage disputes, facilitate discussions, and foster a harmonious work environment.

Introduction

This skills-based course covers the new and exciting area of Workplace Mediation and conflict resolution. Workplace mediation is now seen as an essential skill for personnel and human resource professionals and is the fastest-growing area of professional development in modern HR practice.

In any workplace, we can be guaranteed to encounter conflict. Up to 30-40% of a typical manager's time can be spent dealing with conflict. Senior executives report spending up to 20% of their time in activities involving harassment and dismissal.

A survey conducted by Price Waterhouse and Cornells PERC Institute on Conflict Resolution of over 530 Fortune 1000 corporations stated that 90% of respondents view conflict management as a critical cost-control technique and 88% reported using mediation in the last three years.

Mediation is generally defined as the intervention in a negotiation or a conflict of an acceptable third party with limited decision-making power, who assists the involved parties in voluntarily reaching a mutually acceptable settlement of the issues in a dispute. In addition to addressing the substantive issues, mediation may also establish, strengthen, or terminate the relationships between parties in a manner that minimizes psychological harm. Essentially, mediation is a dialogue or negotiation involving a third party.

Targeted Groups

- Managers
- Supervisors
- Team Leaders
- HR Professionals
- Persons who want to get new skills to improve their career

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Course Objectives

At the end of this workplace mediation and conflict resolution course, the participants will be able to:

- Understand of workplace mediation theory, practice, and methods
- Apply a model of effective workplace mediation
- Interpret cultural differences that affect the mediation process
- Develop their skills in core mediation practice suitable for workplace conflict
- Effectively deal with blockages in the mediation process
- Understand the basics of reaching and formalizing mediation agreements
- Learn how to be aware of one's abilities and limitations in conducting workplace mediation sessions
- Develop an ethical framework for the practice of workplace mediation
- Utilize workplace mediation theory, practice, and methods
- Apply the 7-step model of effective workplace mediation
- Develop awareness of ones tendencies in thinking about and responding to workplace conflict
- Develop an understanding that conflict is a natural and necessary part of life and that how one responds to conflict determines if the outcomes are constructive or destructive
- Develop an awareness that competition & collaboration are the two main strategies for effective negotiation
- Understand cultural differences that affect the mediation process

Targeted Competencies

- Negotiation skills
- Conflicts management
- Mediation

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

MERCURY

Course Content

Unit 1: Introduction to Mediation Theory & Practice

- Models of mediation
- The workplace mediation process
- Case study: Intervention
- Workplace Mediation Video
- When mediation works — and when it doesn't
- The Mediator's role
- How mediation differs from other interventions
- Limitations of the role
- What do you bring to the room?
- Active listening refresher

Unit 2: Understanding Conflict & Negotiation

- Introducing conflict theory
- Thomas-Killman Conflict Mode Instrument TKI
- Conflict Handling Modes
- Resolving Conflict
- Elements of Negotiation
- Introduction to Reframing Techniques
- Stages of Negotiation
- The Coleman Raider "Bare-Bones" Model
- Possible Negotiation Outcomes

Unit 3: Elements of Workplace Mediation

- The 7-step 'Eastburn' framework for effective workplace mediation
- Introducing Role play methods
- Case Study Discussion
- Caucusing Role Play
- Mediation Role Play
- Feedback and discussion on role-plays
- Impartiality

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Unit 4: Effectiveness of Workplace Mediation

- Joint or Co-Mediation
- Mediators at Work
- Icebergs and elephants
- Extensive Co-Mediation Role Plays
- Politics of Discourse
- Extended role-plays debriefing
- Blockages - moving disputants forward

Unit 5: Reaching Agreements & Mediation Ethics

- Reaching and formalizing agreements
- Agreements Role Plays
- Follow-Up
- Ethical framework for practice
- Ongoing professional development

Enhancing Conflict Resolution Skills in the Workplace

As part of this course, participants will engage in specialized training modules to refine their aptitude for managing workplace conflicts. These modules include practical scenarios and role-playing exercises that embody real-world conflicts, enabling attendees to translate theory into valuable strategies. Whether through workplace conflict management training courses, workplace conflict resolution courses, or conflict resolution training in the workplace, the tailored content ensures a deep comprehension of both the theory and the practice of conflict mediation. By focusing on workplace conflict resolution training, workplace mediation courses, and mediation courses for workplace dispute resolution, the course serves as a beacon for those seeking to become adept in resolving disputes with poise and professionalism.