



The  
**Trillium**  
Group  
Conflict Management Experts

## WORKPLACE MEDIATION TRAINING

<b>What is it?</b>	Standard program to introduce theory and practice of interest based and facilitative mediation models in workplace context; process model for preparing, conducting and debriefing mediation
<b>For whom?</b>	Managers, others who deal with and resolve conflict and are interested in developing their skills to be effective in mediating disputes in workplaces
<b>Length</b>	5 day standard program, can be customized for particular workplace contexts
<b>Outcomes</b>	Knowledge of mediation theory and tools, including screening, introductory sessions, facilitated discussion steps, interactive listening, issue identification and problem solving questions, option generation, conflict management and decision making processes
<b>Features</b>	Extensive interactive process and feedback, individualized coaching, reference materials, scenarios focused on workplace context; Prerequisite for Mediation Training for National Accreditation

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