Conflict Resolution and Mediation Training Course

Professional Development Training Course Outline

Category	Political Science and International Relations	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In an increasingly complex and interconnected world, the ability to effectively navigate and resolve conflict is an indispensable skill for individuals, organizations, and communities alike. Unmanaged conflict can lead to decreased productivity, fractured relationships, and significant financial and emotional costs. Our **Conflict Resolution and Mediation Training** course is designed to empower participants with the **foundational understanding** and **practical tools** necessary to transform discord into opportunities for **growth and innovation**. This program moves beyond theoretical concepts to provide **hands-on experience** in real-world scenarios.

This comprehensive training delves into the core principles of **alternative dispute resolution (ADR)**, focusing on the powerful, voluntary, and confidential process of **mediation**. Participants will master key competencies like **active listening**, **strategic communication**, and **emotional intelligence** to de-escalate difficult situations and foster a culture of cooperation and mutual understanding. By developing these **essential skills**, you will be equipped to handle complex disputes with poise, achieve mutually beneficial resolutions, and build a more harmonious environment.

Programme Curriculum

Conflict Resolution and Mediation Training Course

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Course Duration

5 days

Course Objectives

Upon completion of this course, participants will be able to:

- **Analyze Conflict Dynamics** and identify the root causes of disputes.
- **Apply Advanced Communication Skills** to de-escalate and manage difficult conversations.
- Master **Mediation Techniques** and frameworks for guiding parties toward resolution.
- Formulate effective **Negotiation Strategies** for achieving win-win outcomes.
- Understand the principles of **Ethical Mediation** and professional conduct.
- Conduct thorough **Conflict Assessments** to diagnose underlying issues.
- Facilitate **Collaborative Problem-Solving** in multi-stakeholder disputes.
- Recognize and manage **Power Imbalances** and emotional dynamics in conflict.
- Develop strategies for **Conflict Prevention** and early intervention.
- Integrate principles of **Restorative Justice** into conflict resolution practices.
- Build a **Dispute Resolution System** for a team or organization.
- Implement tailored approaches for **Workplace Conflict**, community, and family disputes.
- Demonstrate proficiency in **Virtual Mediation** and online dispute resolution.

Target Audience

This course is ideal for:

- **HR Professionals** and **People Managers** seeking to resolve workplace disputes.
- **Team Leaders** and **Supervisors** who need to facilitate collaboration and manage team dynamics.
- **Legal Practitioners** and Paralegals interested in alternative dispute resolution.
- **Social Workers** and **Counselors** working with individuals and families in conflict.
- **Project Managers** who need to align stakeholders and resolve project-related disagreements.
- **Community Leaders** and **NGO Staff** who facilitate peacebuilding and community-based conflicts.
- **Educators** and **School Administrators** dealing with student or staff disputes.
- Anyone seeking to enhance their **interpersonal skills** and handle difficult conversations with confidence.

Course Outline

Module 1: Foundations of Conflict & Mediation

- Understanding Conflict: What is conflict, its sources, and its inevitable nature.
- Conflict Styles: Identifying personal conflict resolution styles

- Introduction to Mediation: Defining mediation as a process and the role of a neutral third party.
- The Mediator's Role: Qualities of an effective mediator, including impartiality and active listening.
- **Case Study:** The case of a department-wide conflict sparked by differing work styles.

Module 2: Communication and De-escalation Skills

- Active Listening: Techniques like paraphrasing, summarizing, and reflecting feelings.
- Powerful Questioning: Using open-ended and clarifying questions to uncover underlying interests.
- De-escalation Techniques: Strategies for managing highly emotional and difficult conversations.
- Non-Verbal Communication: Reading body language and its impact on the mediation process.
- **Case Study:** A public dispute between two community leaders in a town hall meeting.

Module 3: The Mediation Process: Step-by-Step

- Intake & Pre-Mediation: The initial steps of assessing suitability and setting the stage.
- Opening Statement & Joint Session: Establishing ground rules and allowing parties to tell their stories.
- Caucus: Private, confidential meetings with each party to explore interests and options.
- Negotiation & Agreement: Guiding parties to brainstorm solutions and draft a final agreement.
- **Case Study:** A divorce mediation scenario involving child custody and asset division.

Module 4: Negotiation Strategies for Resolution

- Principled Negotiation: The Harvard model of negotiation focusing on interests, not positions.
- BATNA & WATNA: Understanding your Best and Worst Alternatives to a Negotiated Agreement.
- Creating Value: Techniques for "expanding the pie" and finding creative, win-win solutions.
- Bargaining & Impasse: How to break through deadlocks and get the conversation moving again.
- **Case Study:** A business partnership dispute over financial losses and future investments.

Module 5: Workplace Mediation and Systems

- Workplace Conflict: Common causes of conflict in the modern workplace
- Manager as Mediator: Empowering managers with the skills to address team disputes directly.
- Designing a Conflict Management System: Creating a process for early and effective dispute resolution.
- Conflict Coaching: One-on-one coaching to help individuals manage their own conflicts.
- **Case Study:** A conflict between a supervisor and an employee over performance expectations and feedback.

Module 6: Specialized Mediation Contexts

- Cross-Cultural Disputes: Mediating conflicts across different cultural and communication norms.
- Family Mediation: Addressing unique dynamics in family disputes, including divorce and inheritance.
- Community Mediation: Facilitating resolution in neighborhood and group conflicts.
- Restorative Justice: A victim-centered approach to repairing harm and building accountability.
- **Case Study:** A neighborhood dispute over property boundaries and noise complaints.

Module 7: Ethics, Power, and Emotional Intelligence

- Ethical Framework: Adhering to the core ethical principles of mediation.
- Power Imbalances: Recognizing and addressing power differentials between parties.
- Managing Emotions: Helping parties navigate strong emotions like anger, frustration, and sadness.
- Self-Awareness for Mediators: Understanding your own biases and emotional triggers.
- **Case Study:** A mediation with a significant power imbalance between a landlord and a tenant.

Module 8: Advanced Mediation Techniques

- Co-Mediation: Working effectively with a co-mediator to handle complex cases.
- Online Dispute Resolution (ODR): The tools and techniques for mediating remotely.
- Dealing with Difficult Parties: Strategies for managing resistance, hostility, and manipulative behavior.
- Drafting Agreements: Ensuring the final agreement is clear, comprehensive, and enforceable.
- **Case Study:** A complex commercial dispute between two international corporations conducted entirely online.

Training Methodology

This program utilizes an **experiential learning** approach that combines theoretical knowledge with **practical application**. Our methodology includes:

- **Interactive Workshops:** Led by experienced mediators to encourage dynamic participation and discussion.
- **Role-Playing and Simulations:** Participants will practice mediating realistic scenarios in a safe, guided environment.
- **Case Studies:** Analysis of real-world conflicts to apply learned theories and strategies.
- **Group Activities:** Collaborative exercises to build teamwork and negotiation skills.
- **Personal Reflection:** Journaling and self-assessment to identify personal conflict styles and areas for growth.
- **Feedback Sessions:** Constructive feedback from instructors and peers to refine mediation techniques
- **Q&A Sessions:** Open forums to address specific challenges and complex situations.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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