

DIY Mediation Masterclass

November 28th 9.15 – 4.45

Cantley House Hotel, Wokingham

A one day workshop for managers, HR professionals or anyone who wants to learn how to nip conflict in the bud:

- *Understand conflict and approaches to deal with it.*
- *Learn the skills and process of DIY Mediation to resolve conflict using the AGREE framework.*
- *Practically apply DIY Mediation through structured roleplay with observation and feedback.*

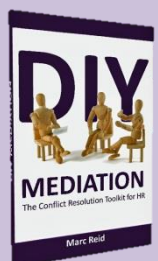
By the end of the Masterclass participants will be able to:

- Describe workplace conflict and identify the signs of conflict
- Understand responses to conflict and their own conflict style
- Understand process options for managing workplace conflict
- Know the principles and skills of the DIY Mediation approach
- Follow the AGREE model process needed for DIY Mediation
- Apply DIY Mediation to help employees resolve their conflict
- Apply DIY Mediation when they are part of the conflict



Workshop cost - £247 and INCLUDES for EACH participant:

- ✓ **Free copy of the book 'DIY Mediation. The Conflict Resolution Toolkit for HR'**
- ✓ **Free 'put it into practice' mentoring support for 3 months**
- ✓ **Laminated 'aide memoire' of the AGREE model and useful tools**
- ✓ **Discounted rates on mediation and conflict coaching services**
- ✓ **Refreshments and sandwich lunch**



To enquire or to book places, email us at masterclass@mediation4.co.uk



The workshop is led by Marc Reid an experienced mediator with 25 years senior corporate and HR experience. Marc developed DIY Mediation to provide HR with a structured, practical approach to resolve conflict and has successfully trained hundreds of people to use the DIY approach.



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