

# Course : Using mediation to manage conflict

Practical course - 2d - 14h00 - Ref. DIA

Price : 1360 € E.T.



Within organizations, there are many sources of friction. This course will give you the tools to understand conflicts and their origins, to resolve them in a mediator's posture (in a conflict in which you are not a party) and to prevent them through mediation methods.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Understanding the different types of conflict and their causes
- ✓ Define mediation objectives and framework
- ✓ Developing assertiveness and active listening skills
- ✓ Conducting a mediation interview
- ✓ Anticipating conflict with the tools of mediation

## Intended audience

Members of HR departments and managers. Anyone wishing to acquire the tools needed to implement mediation.

## Prerequisites

No special knowledge required.

## Course schedule

### 1 Understanding conflict situations

- Identify "passive", "aggressive" and "manipulative" behavior.
- The theory of everyone's basic needs.
- Integrate the emotional dimension of conflict.

### Hands-on work

Relational self-diagnosis to discover your talents as a mediator.

#### PARTICIPANTS

Members of HR departments and managers. Anyone wishing to acquire the tools needed to implement mediation.

#### PREREQUISITES

No special knowledge required.

#### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

#### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## 2 Defining mediation and its methods

- The objectives: to restore dialogue between employees.
- Legal framework and criteria for choosing mediation.
- Preparing the mediation framework.
- Define the commitments of the parties and the mediator.

### Hands-on work

Case studies of professional conflicts encountered by participants.

## 3 Developing your mediation skills

- Train your qualities of neutrality, impartiality and responsibility.
- Encourage the expression of the unspoken.
- Putting misperceptions and misinterpretations into perspective.
- Restoring dialogue through active listening.
- Develop your assertiveness.

### Hands-on work

Role-playing, developing assertiveness and active listening.

## 4 Implementing mediation

- Define and define the scope of mediation.
- Understand the benefits of individual interviews.
- Open the mediation session. Express the causes of the conflict in a factual manner.
- Use active listening to bounce back on words, expressions or emotions that could make sense.
- Helping employees reach an agreement and draw up an action plan.
- Conclude and evaluate mediation.

### Hands-on work

Filmed mediation interviews.

## 5 Preventing conflict with the tools of mediation

- Develop a culture of mediation.
- Promote and improve interpersonal relations.
- Preventing psychosocial risks.
- Quickly identify and treat disorders.
- Stakeholders likely to trigger mediation.
- Develop a mediation program and communication plan.

### Hands-on work

Build a mediation system.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 6 Mediation: a management tool

- Include mediation clauses in contracts.
- Move the team towards greater maturity and performance.
- Change management and project management.
- Establish a constructive dialogue.
- Promoting recognition tools.
- Foster innovation by creating a climate of trust.

### Hands-on work

Draw up an action plan.

## Dates and locations

### REMOTE CLASS

2026 : 4 June, 17 Sep., 10 Dec.

### PARIS LA DÉFENSE

2026 : 4 June, 17 Sep., 10 Dec.