



**WORKPLACE  
CULTURE  
BY DESIGN**



# **Workplace Mediation & Facilitation**





## WORKPLACE MEDIATION & FACILITATION

(3.5-5 hours depending upon class size)

A new cornerstone of effective management philosophy, Facilitation and Mediation skills are essential core competencies for organizational leadership today.

A facilitator is skilled at managing process and content during meetings and discussions. Facilitators help individuals and groups resolve conflict or arrive at their objectives by ensuring that every participant's contribution is heard, and the processes being used are productive and empowering to all group members. The focus of the facilitator is on achieving meeting goals in a manner that satisfies every participant.

The facilitative approach to decision-making in the modern workplace builds an environment of engagement, inclusion, and trust. We know that employees who feel connected, valued and heard are more innovative, productive and satisfied with their work. Facilitation and mediation are among the most critical skills needed for developing a sustainable, positive culture - one that will attract and retain top talent, enabling an organization to effectively compete and thrive.

### Objectives

#### Participants will leave this program with:

The ability to guide and manage how group members

Talk to each other

Identify and solve problems

Make decisions

Handle conflict

The ability to differentiate between process and content in the context of a group discussion or mediation

Tools for preparing for a meeting that requires facilitation and/or mediation

Skills used by successful mediators and facilitators when helping groups reach consensus

Skills for managing disruptions, and working with difficult people in group meetings

Intervention techniques and knowledge about when and how to implement them



## Syllabus

### **Facilitation & Mediation**

How are these similar?  
How are these different?

### **Facilitators & Mediators**

How are they similar?  
How are they different?  
What is their role in workplace conflict?

### **Facilitation as a Modern Management Philosophy**

Workplace perceptions - yesterday and today  
Of leadership  
Of management  
Of workforce  
What, if anything, would we change?  
The focus of the facilitative leader

### **Facilitation**

Defined  
Compared and contrasted with Presentation, Conflict Resolution and Mediation  
When is it appropriate?  
When is it inappropriate?  
Impact on Groups and Teams  
Impact on Organization

### **Process and Content**

Understanding the facilitator's role  
Judgments and decisions during facilitated meetings  
Evaluative (Directive) vs Transformative vs Facilitative Mediation

### **Laying the Groundwork**

Choice of a facilitative approach  
Planning a facilitated meeting  
Collecting Data

### **Approaching Group Dynamics**

Stages and behavior of Groups



## **Building Consensus**

Key consensus-building skills

Guidelines

Participation Requirements

Interaction with group

Interaction with individual group participants

## **Gathering Information**

Round robins, brainstorming and subgroups

## **Reaching Decision Points**

Weighing realistic options

## **Dealing with Difficult People**

Types of “difficult” people

Typical “difficult” behavior

Methods of managing the behavior of difficult people

## **Addressing Disruption and Dysfunction**

Identifying intention

Using rules

## **Intervention Techniques**

Knowing when intervention is necessary

Using process and awareness (emotional and social intelligence)

Turning issues into group discussions

## **Learning Through Role Play**

Small groups engage in role plays designed to “test drive” the facilitation and mediation techniques and skills learned throughout this program.



**We Look Forward to  
Working With You!**