



Mediation Training

Mediators – as one can derive from the name – are individuals who are trained to intervene in conflicts. They are neutral and allow the opposing parties to present their grievances to each one in a civil manner, assess and evaluate the position of both parties and their respective arguments in favor of or against performing certain actions and activities, then return to these opposing fronts with their verdict and then assist these parties in brokering some form of compromise that eventually forms the foundation of a solution. Such individuals are often called upon by others to assist in the resolution and brokering of deals between two parties when the solution is too difficult to be resolved without intervention, but too minor to be taken further.

Learning how to become a great mediator can help teams, individuals or workplaces in the process of resolving complaints or issues from within. We help participants learn more about the methods and tools available to make this role a lot easier.

Course Overview

The first part of the day will be spent getting to know the participants and discussing the workshop. Students will have the opportunity to identify their learning goals.

Be aware of the Mediators' role and governing principles

In this session, participants will learn the governing principles of mediation as these eventually form the backbone of not only how they will perform their profession but as well as the appropriate mindset and philosophy that they must adhere to in order to fulfill their function in an acceptable manner.

Create a stage and goal based mediation process

In this session, participants will learn the process from start to finish. Understanding the process and when to move to the next stage is key in improving effectiveness of mediation.

Tools and Methods

In this session, participants will learn the tools and methods used to improve the mediation process.

Attain an understanding of the power and cultural paradigms

During this session, participants will learn the importance of power dynamics and cultural differences to create the most acceptable deal one can present.

Display a familiarity in ethics and ethical issues

During this session, participants will learn how to display familiarity in ethics and how to properly deal ethical issues.

Workshop Wrap-Up

At the end of the course, students will have an opportunity to ask questions and fill out an action plan.

Visit <https://paramountraining.com.au> for more information or call 1300 810 725