



MEDIATION SERVICES



2018 - 2019 Training Calendar

Resolution Skills Centre is the training division of Mediation Services. Established in 1979, Mediation Services' Resolution Skills Centre has become a leader in conflict resolution, mediation and leadership training.

At Resolution Skills Centre we help individuals, community groups, non-profit organizations, businesses and government create effective exchanges through a wide range of courses both in-house and through contact sessions.

Our courses are designed for experiential learners. Concepts are taught and then experienced through a combination of lecture, stories, discussion, exercises, case study and role play.

Training from Resolution Skills Centre can help improve your personal relationships. In the workplace our training can

help increase employee engagement and morale, increase customer services and sales, decrease employee turnover and create respectful workplaces.

Resolution Skills Centre is proud to offer:

- Individual courses
- Certificate Programs
- Customized training

Resolution Skills Centre is committed to being barrier free and accessible. We offer subsidy options to individuals who have low or limited income.

For more information call us at 204-925-3410 or visit us at www.mediationserviceswpg.ca

2018

September

- 11-12 Introduction to Conflict Resolution: Dealing with Difficult People
- 18-19 Introduction to Mediation: Building a Foundation for Practice
- 20 Building Respectful Workplaces
- 25-26 Effective Feedback

October

- 3-4 Coaching for Resolution
- 9 Generations at Work
- 17-18 Dealing With Anger
- 25 Strengths-Based Approaches in Leadership

November

- 5-6 Introduction to Conflict Resolution: Dealing with Difficult People
- 20-21 Mediation Skills For Leaders
- 27-29 Mediation Skills 1

December

- 4 Leading Others Through Organizational Change
- 5 Assessing Your Organization
- 6 Building Respectful Workplace
- 11-12 Culture and Conflict

2019

January

- 9-10 Introduction to Conflict Resolution: Dealing With Difficult People
- 16 Building Personal Resilience
- 23-24 Introduction to Mediation: Building a Foundation for Practice

February

- 4-5 Dealing with Anger
- 13 Managing Unresolvable Problems
- 20-21 Coaching for Resolution
- 26 Communication at Work

March

- 5 Building Respectful Workplace
- 7 Managing Ourselves Through Change
- 12-14 Mediation Skills 1
- 20-21 Effective Feedback

April

- 2-3 Introduction to Conflict Resolution: Dealing With Difficult People
- 9-11 Mediations Skills 2
- 16 Transforming the Argument
- 24-25 Mediation Skills for Leaders

May

- 1-2 Dealing With Anger
- 7-8 Coaching for Resolution
- 14-15 Culture and Conflict
- 21-22 High Stakes Conversations

June

- 4-5 Introduction to Conflict Resolution: Dealing With Difficult People
- 11-12 Mediation Practice
- 20 Assertive Communication



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CM Conflict Management Certificate + 4 days of electives

MS Mediation Skills Certificate

LS Leadership Skills Certificate + 4 days of electives

Assertive Communication

1 day | June 20, 2019 | \$225

People often struggle with finding the balance between passive and aggressive communication. Assertive communication is expressing what you feel, what you need, and how it can be achieved in a way that is strong, open, tactful and effective. In this session participants will explore the theory and application of assertive behavior and communication.

Assessing Your Organization ^{LS}

(formerly known as Effective Leadership in Conflict)

1 day | Dec. 5, 2018 | \$225

This workshop assists those in leadership roles to step back and effectively analyze the nature and patterns of conflict within their organization. From there they will be able to recommend an appropriate course of action and enact decisions that will have sustainable results.

Building Personal Resilience

1 day | January 16, 2019 | \$225

Some people meet conflict and life's demands with optimism and elasticity; while others become stuck and overwhelmed. Identify the attitudes of resilient people and practice skills to help you be more resilient.

Building a Respectful Workplace ^{LS}

1 day | Sept. 20, 2018 | Dec. 6, 2018 |
Mar. 5, 2019 | \$225

It is important that everyone knows organizational policies on respect and harassment. This innovative training builds on the ideal first step of having the parties talking and working it out together. We look at the responsibility of leaders, how someone feeling disrespected can address the person involved, and how those of us who occasionally offend others can recover.

Coaching for Resolution ^{CM MS LS}

2 days | Oct. 3-4, 2018 | Feb. 20-21, 2019 |
May 7-8, 2019 | \$550

How do you respond when a colleague, friend or family come to you for support as they struggle through conflict? Participants will learn the importance of assessing conflict situations in order to determine the best response. They will also practice the processes and skills needed to be an effective conflict resolution coach.

Communication at Work

1 day | Feb. 26, 2019 | \$250

By understanding your personal communication style and how it interacts with others, you can create a positive, productive workplace. Assess your natural strengths and how your communication style changes under stress.

Culture and Conflict ^{CM}

2 days | Dec. 11-12, 2018 | May 14-15, 2019 | \$550

Cultural diversity is a universal reality. So is conflict. Knowing how to deal within a culturally diverse world will increase your success at work and in your relationships. Learn how to recognize the cultural elements in conflict and gain a framework for working in cross-cultural settings.

Dealing with Anger ^{CM MS LS}

2 days | Oct. 17-18, 2018 | Feb. 4-5, 2019 |
May 1-2, 2019 | \$550

Anger can be an intense and even intimidating emotion. This makes dealing with anger, while in conflict, a particular challenge. Increase your self-awareness around anger and explore healthy, productive ways to manage and respond to anger, both within yourself and with others. *Please note: This is not anger management therapy.*

Effective Feedback ^{CM LS}

2 days | Sept. 25-26, 2018 | Mar. 20-21, 2019 | \$550

Giving feedback – whether positive or negative – can be very difficult and cause us stress. In this interactive course, participants will learn how to deliver feedback in a way that allows individuals the opportunity to change their problem behavior.

Generations at Work

1 day | Oct. 9, 2018 | \$225

Each generation – Veterans, Boomers, Gen X, Gen Y, Millennials – has unique expectations, communication styles and needs. Learn tips and strategies to manage each generation effectively and to manage relationships between generations. This is an essential course for 21st century leaders.

High Stakes Conversations

2 days | May 21-22, 2019 | \$550

Entering significant conversations can be stressful and effectively navigating them can be difficult. This course helps participants develop skills to transform differences tension and conflict into effective communication.

Introduction to Conflict Resolution: Dealing with Difficult People ^{CM MS LS}

2 days | Sept. 11-12, 2018 | Nov. 5-6, 2018 |
Jan. 9-10, 2019 | Apr. 2-3, 2019 | Jun. 4-5, 2019 | \$425

These two days of training will give you the tools to manage conflict at work and at home. This introductory workshop examines basic approaches to conflict and provides the opportunity to learn concepts and communication skills which are critical to handling conflict in healthy ways. It is an essential professional development tool for managers, team leaders and front-line staff.



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MS Mediation Skills Certificate

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Introduction to Mediation:

Building a Foundation for Practice **MS**

2 days | Sept. 18-19, 2018 | Jan. 23-24, 2019 | \$550

This workshop serves as a primer for all other courses related to mediation. It is designed to build a core foundation of knowledge about the wide-ranging understanding of the practice of mediation. Participants will explore different philosophies, definitions, practices and models of mediation.

Leading Others Through Organizational Change

1 day | Dec. 4, 2018 | \$225

Changes in an organization or group can contribute to conflict – causing tensions, disagreements or misunderstandings. Explore how to plan for and move through a group or organizational change in a way that reduces conflict and tension. We will look at critical communication during change, obtaining buy-in and commitment from others, and providing support to those we are leading through the change process.

Managing Ourselves Through Change

1 day | Mar. 7, 2019 | \$225

Changes can bring about strong and diverse opinions and feelings that can cause conflict in communication and increase tensions in relationships. Learn through reflection and discussion the terms and definitions related to the change. Gain insight into your orientation to change and develop strategies for moving yourself through the stages of change.

Managing Unresolvable Problems

1 day | Feb. 13, 2019 | \$225

Long standing challenges at work may be due to competing needs or polarities, such as team vs. individual, competition vs. collaboration, or action vs. planning. In this course, participants will build skills to proactively manage competing needs to achieve productive, effective resolutions.

Mediation Practice

2 days | Jun. 11-12, 2019 | \$550

Practice makes perfect! In this course, you will practice the concepts, models and skills learned in our other mediation courses. Using experienced mediators as coaches, and videos taken of role plays, we help you review your practice. Focused, small group tutorials reinforce core skills and concepts.
Prerequisites: Mediation Skills 2

Mediation Skills 1 **MS**

3 days | Nov. 27-29, 2018 | Mar. 12-14, 2019 | \$775

Participants will be introduced to a comprehensive model for conducting interpersonal mediation in the role of an outside professional consultant. A process that typically unfolds over a period of weeks and months will be explored intensively over the three days. This is a core course for the Mediation Skills Certificate.

Prerequisite: Introduction to Mediation

Mediation Skills 2 **MS**

3 days | Apr. 9-11, 2019 | \$775

Building on mediation skills learned in the level 1 course, participants will enhance their skills in the context of challenging case studies. Additional frameworks and skills related to screening and assessment and for addressing a host of other challenges that inevitably arise in mediation will also be explored. Experienced mediators provide coaching and feedback throughout the course.
Prerequisites: Introduction to Mediation and Mediation Skills 1

Mediation Skills for Leaders **CM LS**

2 days | Nov. 20-21, 2018 | Apr. 24-25, 2019 | \$550

Managers, supervisors, elders and community leaders will all face times when they are called to step in and address conflict. Take your leadership development to the next level by learning to be proactive and effective in dealing with conflict. This intensive workshop provides leaders with frameworks and skills to facilitate a mediation session between two people with whom they have a relationship and where there is a vested interest in the outcome.

Strengths-based Approaches in the Workplace

1 day | Oct. 25, 2018 | \$225

Strengths-based approaches focus on the inherent strengths of individuals, families, groups and organizations. This approach stands in contrast to looking at what is not working to a focus on an asset-based approach where the goal is to promote and build on the positive to support empowerment and development. We will explore Appreciate Inquiry (AI) and SOAR (Strengths, Opportunities, Aspirations and Results) processes that are strength-based approaches to strategic planning.

Transforming the Argument

1 day | Apr. 16, 2019 | \$225

Participants develop skills to transform exchanges from the clash of opposing demands (positions) to building on underlying interests. Learn how to analyze common, different and incompatible interests and to explore ways to use the analysis to resolve disagreements and transform relationships.