



# Mediation Skills for Managers

*A hands-on training for resolving disputes and empowering employees to resolve their own disputes*

## DATES

September 24-25, 2020

## TIME

1:00pm – 4:30pm

## COST

\$175 per person

**SEATING IS LIMITED**

**REGISTER NOW!**

[www.mediatehawaii.org/training](http://www.mediatehawaii.org/training)

Call (808) 521-6767 or email

[mcp@mediatehawaii.org](mailto:mcp@mediatehawaii.org) for more information



Conflict costs everyone. It affects your productivity and your bottom line. Conflict in the workplace can create disruption, wasted time, loss of key workers, low morale, and even property damage or costly mistakes.

Managers who learn to apply mediation skills can step out of their decision-maker role, and use these techniques to help employees effectively resolve their disputes. The result is that your workers have a vested interest in maintaining harmony and productivity.

This one-day training provides hands-on skills and strategies for resolving disputes in the workplace through an informal, structured and private negotiation process. Managers learn practical skills to deal with disputes that solve the problem while maintaining dignity and preserving working relationships including:

- ❖ The seven M.E.D.I.A.T.E. principles for resolving conflicts at the lowest level
- ❖ Effective listening and communication skills
- ❖ Assisted negotiation
- ❖ An informal mediation process

The skills in this training can be applied to a supervisor's day-to-day dealings with personnel in all levels of the organization.

## Registration Form

Date

Your Name(s)

September 24 - 25, 2020

Training Date

Organization/Company

### Contact Information

Phone Number

Email Address

Address

City

State

ZIP Code

The registration fee includes all materials. Payment may be made by credit/debit card or by check/money order. Please call 521-6767 or go to <https://www.mediatehawaii.org/training> to pay by credit or debit card. Invoices can be sent upon request.

Make checks payable to:

**The Mediation Center of the Pacific, Inc.**

Send to:

The Mediation Center of the Pacific, Inc.  
1301 Young Street, 2<sup>nd</sup> Floor  
Honolulu, HI 96814

Method of Payment:

Credit Card

Debit Card

Check

Money Order

Amount of Charge:

\$ \_\_\_\_\_

\$175/person

**Refunds:** Registration fees are 50% refundable until 3 business days prior to the start of the training; thereafter, they are not refundable.

**Enrollment:** Space is limited, and acceptance is in order of receipt of completed registrations.

**Special Needs:** Please contact us at our office if you have special needs that we can address to make your learning experience more effective and comfortable.

