

MEDIATION IN THE WORKPLACE: A PROACTIVE APPROACH TO A HEALTHIER WORK ENVIRONMENT

Description:

Conflicts arise constantly in the workplace, and the inability to come to a resolution can often times lead to escalation of disputes in the workplace with devastating results.

When relationships are strained within a workplace, there are tangible losses to the company which includes loss of productivity, injury and high turnover of employees.

Resolving conflict in the workplace can be a challenging process for supervisors, managers and HR professionals. Successfully handling conflict and resolving workplace disputes can have multiple advantages for business performance – improved employee relationships, enhanced productivity and decreasing levels of absenteeism are all positive outcomes of effective dispute management.

Hence, effective conflict management and mediation is regarded as a core capability for both HR professionals and line managers.

Learning Objectives:

Participants will acquire knowledge and skills to:

- Understand the types of workplace conflicts
- Understand the steps in mediation process
- Apply effective mediation techniques to resolve conflicts

Learning Outcome:

This Workshop aims to allow participants to understand root causes of conflicts, detect signs of conflict escalation, and respond to such signs with appropriate techniques to resolve the conflict. Through role play exercises, participants will learn how to apply the skills in actual workplace situations.

Outline of Workshop:

- Introduction to workplace conflicts
- Types of workplace issues where mediation can help
- Individual conflict handling styles
- Steps and timeline in mediation process
- Being an effective mediator: role play and exercises
- Concluding remarks

Who should attend:

This workshop is designed to give supervisors, managers and HR professionals the knowledge of what causes conflicts, how to resolve conflicts and turn into a positive situation that will be an asset to the organisation.

Fee:

\$250 per participant. Group of at least 3 participants from the same organisation will get a discount of 10%. Fees include tea breaks, lunch and course materials.

Instructor:

Mr Benjamin Chua is the Founder of Spic & Span, an award winning commercial cleaning company that provides good jobs to marginalized Singaporeans. Throughout his stint leading the company, the company has worked with more than 40 Voluntary Welfare Organisations to provide more than 50 jobs to workers from disadvantaged backgrounds including ex-offenders, persons with physical disabilities, single mothers and persons with special needs.

His company was awarded the coveted Champion of Good Award 2017 by the National Volunteer and Philanthropy Centre and was featured on multiple mainstream media including the Business Times and Channel News Asia for being a progressive and inclusive company.

Due to the diverse backgrounds of his employees, he is experienced in developing Talent Management programs and Conflict management systems and was involved in developing and implementing interventions for ex-offenders.

Mr Benjamin Chua was appointed Mediator in 2015 and is currently serving with the Community Mediation Centre (CMC). He holds a Masters degree in International Politics and Economics. He is also ACTA certified.

In 2018, he was nominated for the Singapore Youth Award, the nation's highest accolade to honour exceptional youths who enrich the hearts and souls of the community and bring distinction to the nation.

Date:

Saturday, 18 August 2018 (9.00am to 5.00pm)