



PittBradford

Continuing Education & Regional Development



Principles of Mediation for Workplace Conflict

Learn how the fundamentals of mediation can be applied to the conflicts that occur in most workplaces. We'll review the process of mediation and various ideas, tools and techniques that allow for successful conflict management. We'll also discuss how to address difficult people and varying cultural differences in the context of workplace disputes. Topics covered include conflict type, perception and meaning differences, background and starting point considerations, short-term and long-term solutions and mediation examples. Attendees will learn how to apply the fundamentals of mediation to resolve their disputes. This course is perfect for HR managers, operation managers, team leaders, executives, and other staff members who are working in teams.

\$99

Thursday, October 18, 9am - Noon

Pre-registration is required. Call: 814-362-5078 or Email: contined@pitt.edu

Room 200, Marilyn Horne Hall
Downtown Bradford