

## Mediating Conflict (MDC)

### COURSE NUMBER    FAA01219

For information about this course, contact:  
 FAA Program Manager: Shepherd Curl  
 (386) 446-7132

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### DESCRIPTION AND LEARNING STRATEGY

Conflict occurs in all aspects of our lives. In many cases, parties involved in the conflict are unable to find shared solutions, and require the support of an outside objective party. The ability to facilitate a mutual agreement between parties in conflict is called "mediation". Mediation can be an effective option for peacemaking or problem solving in dealing with interpersonal conflicts in the FAA work environment.

Those who can successfully use mediation techniques in the workplace demonstrate unique interpersonal and communication skills. This workshop is designed to clarify those skills and support participants in becoming more effective in their use.

While *Mediating Conflict* is an introductory session, it moves beyond basic interest-based negotiation and conflict management techniques. The workshop begins by identifying appropriate applications for mediation techniques and exploring the skills and behaviors of successful mediators. Through discussion and skill practice situations, participants move through the phases of a mediation process model and practice the associated communication and interpersonal skills.

### OBJECTIVES

- Differentiate mediation from other conflict resolution methods.
- Identify communication skills of effective mediators.
- Identify appropriate opportunities for application of mediation techniques.
- Recognize effective mediation of low level interpersonal workplace conflict.

### KEY COMPETENCIES

- Agility
- Building Teamwork and Cooperation
- Communication
- Innovation
- Integrity and Honesty
- Interpersonal Relations and Influence
- Managing Organizational Performance
- Problem Solving

### CLASS SIZE

40 participants

### LENGTH    4 hours

(Class times may vary)

### LOCATION

Customer site or  
 FAA Center for  
 Management and  
 Executive Leadership  
 Palm Coast, Florida

### UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

### WHO SHOULD ATTEND

Employees responsible for resolving conflict

### ENROLLMENT

To arrange a **fee-for-service delivery**, call Shep Curl at (386) 446-7132.

### PREREQUISITE

None

### PRECOURSE

None

### RELATED COURSES

Constructive Conflict Management (FAA01318)  
 Managing Change (FAA01306)  
 Systems Thinking (FAA01277)