

## **Mediating remotely – UCEA's online core mediation skills workshop**

**Tuesday 2 and Tuesday 9 March 2021**

**10.00 – 13.00**

### **PROGRAMME**

#### **Tuesday 2 March**

- 10.00 **Welcome and introductions**  
Hearing participants' goals and in what context they will use these skills
- 10.15 **Conflict:**
- The common triggers and causes of escalation
  - Spotting conflict, including in virtual workplace
  - Responses to conflict (own and others) with Thomas Kilmann
  - Escalation – what are the signs – antecedents, behaviours of the TK styles, consequences?
  - Debrief escalation
    - What can you do in your role?
    - Securing commitment to mediate
- 11.00 **Break**
- 11.10 **Mediation:**
- What it is/The role of the mediator
  - How to use a collaborative approach to resolving conflict
- 11.40 **Framework for dealing with two others in conflict**  
**Demonstration of framework using case study scenario**
- 12.00 **Break**
- 12.05 **Key skills:** Active listening, questioning, summarising, empathy (video)
- 13.00 **Close**

**Pre-work for session two** is to watch a 45-minute demo of a joint meeting

#### **Tuesday 9 March**

- 10.00 **Recap – process and skills**
- 10.15 Mediating online vs Face to face
- 10.35 **Practice individual meetings in pairs using case study scenario**
- 10.55 **Break**
- 11.05 **Practice individual meetings in pairs using case study scenario/cont**
- 11.35 **Practice of joint meeting**
- 12.05 **Break**
- 12.10 **Practice of joint meeting/cont**
- 12.40 **Problem solving/closing the meeting**
- 13.00 **Close**