

# DIY Mediation Masterclass

*A one day workshop primarily for HR professionals:*

- *Understand conflict and approaches to deal with it.*
- *Learn the skills and process of DIY Mediation to resolve conflict using the AGREE framework.*
- *Practically apply DIY Mediation through structured roleplay with observation and feedback.*

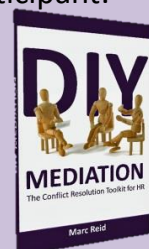
**By the end of the Masterclass participants will be able to:**

- Describe workplace conflict and identify the signs of conflict
- Understand responses to conflict and their own conflict style
- Understand process options for managing workplace conflict
- Know the principles and skills of the DIY Mediation approach
- Follow the AGREE model process needed for DIY Mediation
- Apply DIY Mediation to help employees resolve their conflict
- Apply DIY Mediation when they are part of the conflict



Workshop can be run for min 4 and up to 8 participants and INCLUDES for EACH participant:

- ✓ ***Free copy of the book 'DIY Mediation. The Conflict Resolution Toolkit for HR'***
- ✓ ***Free 'put it into practice' mentoring support for 3 months***
- ✓ ***Laminated 'aide memoire' of the AGREE model and useful tools***
- ✓ ***Discounted rates on mediation and conflict coaching services***



To enquire about running an in-house workshop, email us at [masterclass@mediation4.co.uk](mailto:masterclass@mediation4.co.uk)



The workshop is led by Marc Reid an experienced mediator with 25 years senior corporate and HR experience. Marc developed DIY Mediation to provide HR with a structured, practical approach to resolve conflict and has successfully trained hundreds of people to use the DIY approach.



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[www.mediation4.co.uk](http://www.mediation4.co.uk)



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