



Institute for Capacity Development (ICD)

50 KN59 Street, Q. Matheus Road, P.O. Box 545, Kigali, Rwanda. Website: www.cidtraining.com
Cell: +27603048492|Cell +264813866883| E-mail: coordinator@icdtraining.com

Mediation, Grievance Handling and Conflict Management

Course Objectives

On completion of the course, participants should be able to:

- Identify sources of conflicts and grievances at the workplace
- Understand what mediation is, its background, the difference between employment and workplace mediation and when mediation should be used
- Understand the principles of mediation and the benefits of this approach in the modern workplace.
- Manage the mediation process and facilitate constructive negotiation
- Add value to your organisation by effective and timely management of conflicts and disputes
- Benchmark misconduct handling to best practices in the region
- Build the necessary skills, strategies, competence and confidence to undertake effective mediation in the workplace
- Appreciate how mediation fits with other parts of the HR framework

Target Groups

- HR officials
- Departmental Heads
- Project managers
- HR Consultants
- Labor Relations Offices
- Manager Cadres
- Supervisors
- Training Managers
- Union Leaders

Course Outline

- Management Principles and practices
- Understanding the workplace and Sources of workplace conflict
- Goals of conflict management
- Conflict management concept and principles
- Workplace procedures – communication, representation, grievances, discipline and dismissal
- Organisation Discrimination and Harassment Policies
- Diagnosis of conflict
- Negotiation and mediation
- Addressing the key principles and aims of mediation
- Models of mediation procedures
- Understanding mediation in relation to disciplinary and grievance procedures
- Mediation clauses and the contract of employment

- Dispute resolution – conciliation, arbitration and industrial action
- Handling of misconduct cases
- The impact of noncompliance with grievance procedures
- Enforcing compliance with deadlines and processes
- Grievance processing
- The grievance procedure
- Utilizing steps in the grievance procedure
- Grievance settlement
- Dispute settlement Process
- Best practices in disputes and arbitration processes
- Models of mediation
- Suitability for mediation
- Workplace mediation skills
- Conflict mapping
- Conflict mode assessment
- Styles of managing conflict
- The phases of mediation and evaluating the role of the mediator
- Effectively managing the mediation process
- Planning for mediation and gathering information
- Dispute resolution
- Dispute resolution process
- Conflict management planning and implementation steps
- Negotiation and mediation
- Workplace procedures – communication, representation, grievances, discipline and dismissal
- Conducting the grievance meeting to secure maximum benefit for management
- Strategic grievance handling
- Grievance settlement
- Specific Action plans

Dates: 16th – 27th January 2023

Duration: 2 Weeks

Course Costs: US\$2850/delegate

Venue: Kigali, Rwanda