

Resolving Workplace Conflict ADRN6210

Course Outline

Description: You will apply your mediation and/or negotiation skills to a wide variety of employment situations in developing strategies for applying dispute resolution concepts in the workplace. This course is of particular benefit to managers, human resource professionals, union representatives, mediators, and others who are called on to resolve employer-employee or inter-departmental disputes.

Pre-Requisite: One of Non-Neutral Mediation, Negotiation Skills and Processes, Mediation Skills and Processes or Facilitation.

Course Goals: To apply conflict management, dispute prevention and dispute resolution concepts in a workplace setting. Participants will practice these skills in a negotiation, mediation, facilitation or non-neutral mediation role play, depending on which other courses they have taken. The course assumes participants are familiar with at least one of these models, so a review of previous course manual(s) before the beginning of the course is recommended.

Course Objectives: At the completion of this course, the student will be able to:

- Consider how dignity violations are at the root of many workplace conflicts
- Become familiar with micro-inequities and how to address them
- Using Ken Blanchard's Whale Done approach, enhance employee engagement, promote positive behaviours and correct errors, by developing trust, catching people doing things right and redirecting when things go wrong.
- Manage conflict and issues that could give rise to conflict in a constructive way so as to enhance employee engagement and reduce the possibility of a dispute
- Deliver 'bad news' and address problematic behaviour in the workplace
- Consider the implications of progressive discipline up to and including termination, from the point of view of someone within the workplace and from the point of view of a third party intervenor
- Understand the rights-based context relating to workplace disputes to assist in understanding one's own BATNA and the BATNA of others
- Refresh and enhance mediation and negotiation skills such as reframing, 'I' statements and caucus through practice exercises
- Apply the skills and concepts learned in this course to real and fictional situations through practice negotiations, non-neutral and neutral mediations with coaching from the instructor and knowledgeable coaches

Attendance Requirements:

Students are required to attend 100% of class time in order to receive a completion for this course. A grade report can be printed from myWCS.

Western Continuing Studies

Code of Student Conduct:

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at Western University, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of sanctions that may be imposed, and set out the disciplinary procedures that the University will follow. For the complete Code of Student Conduct: <http://www.uwo.ca/univsec/pdf/board/code.pdf>.

Course Schedule:

Day One Topics

Introduction of Participants and the Course. Learning Objectives
Refresh key concepts from other courses
The Elements of Dignity, Dignity Violations
Micro-Inequities
Rights Based Context
'Whale Done' videos and skill practice

Day Two Topics

Delivering Bad News and Raising Issues or Problems
Confronting Bad Behaviour
Practice Confrontation Skills
Progressive Discipline Up to And Including Dismissal
Employment Standards Act
Review of Models
Distribute Role Plays

Day Three Topics

Practice Skills through coached role plays
(Facilitation, Negotiation, Non-Neutral Mediation and Mediation)