

Conflict Resolution Team Training Services

Courses for Housing Professionals, Support Workers and Tenants

Sample Training Menus

Background

The following courses were initially developed and delivered by Graham Rutson and Sheilagh Gunston's Albany Mediation Services.

They now form part of the portfolio of training available from Conflict Resolution Team.

Sheilagh and Graham have a history of developing and delivering bespoke conflict resolution and mediation training and coaching for housing and other professionals.

They have also delivered a range of training to community and tenant groups across Wales.

This package of training addresses the needs of housing staff and tenants in understanding and managing conflict.

Courses for Housing Professionals

Half day / 3 hour course includes:

- Definitions of conflict
- Overview of roles and experiences of conflict
- Personal and professional responses to conflict
- Conflict styles
- Mediation principles and process
- Positions and Interests
- Referring to mediation
- Impartiality
- Follow-up arrangements & CPD

One day / 7 hour course includes:

- Definitions of conflict
- Overview of roles and experiences of conflict
- Personal and professional responses to conflict
- Conflict styles
- Mediation principles and process
- Positions and Interests
- Active listening
- Facts and feelings
- Questioning
- Impartiality
- Power Issues
- Referring to mediation
- Follow-up arrangements & CPD

Two day / 14 hour course includes:

- Definitions of conflict
- Overview of roles and experiences of conflict
- Personal, societal and professional responses to conflict
- Conflict styles
- Being nice, being professional
- Mediation principles and process
- Positions and Interests
- Active listening
- Questioning
- Impartiality
- Power issues
- Empathy and rapport
- Mediation and other dispute resolution methods
- Referring to mediation
- Follow-up arrangements & CPD

Three day / 21 hour course includes:

- Definitions of conflict
- Overview of roles and experiences of conflict
- Personal, societal and professional responses to conflict
- Conflict styles
- Being nice, being professional
- Mediation principles and process
- Positions and Interests
- Impartiality
- Power Issues
- Empathy and rapport
- Pre-mediation skills
- Active listening
- Questioning
- Mediation and other dispute resolution methods
- Referring to mediation, overcoming resistance
- Structural and institutional issues, feedback to organisations
- Follow-up arrangements & CPD

Courses for Support staff

Half day / 3 hour course includes:

- Definitions of conflict
- Overview of roles and experiences of conflict
- Personal and professional responses to conflict
- Conflict styles
- Mediation principles and process
- Positions and Interests
- Impartiality
- Referring to mediation
- Follow-up arrangements & CPD

One day / 7 hour course includes:

- Definitions of conflict
- Overview of roles and experiences of conflict
- Personal and professional responses to conflict
- Conflict styles
- Mediation principles and process
- Positions and Interests
- Impartiality
- Power issues
- Referring to mediation
- Active listening
- Questioning
- Follow-up arrangements & CPD

Two day / 14 hour course includes:

- Definitions of conflict
- Overview of roles and experiences of conflict
- Being nice, being professional
- Personal, societal and professional responses to conflict
- Conflict styles
- Mediation principles and process
- Positions and Interests
- Impartiality
- Power issues
- Empathy and rapport
- Referring to mediation
- Active listening
- Questioning
- Support processes within conflict theory and dispute resolution methods
- Follow-up arrangements & CPD

Three day / 21 hour course includes:

- Definitions of conflict
- Overview of roles and experiences of conflict
- Personal, societal and professional responses to conflict
- Conflict styles
- Being nice, being professional
- Mediation principles and process
- Positions and Interests
- Impartiality
- Power issues
- Empathy and rapport
- Referring to mediation, overcoming resistance
- Active listening
- Questioning
- Support processes within conflict theory and dispute resolution methods
- Structural/institutional issues, feedback to organisations
- Follow-up arrangements & CPD

Courses for Tenants

One day / 7 hour course includes:

- Experiences of conflict
- Personal responses to conflict
- Conflict styles
- Understanding ourselves, understanding others
- Positions and Interests
- Listening to feelings
- Anger
- Assertive communication
- Follow-up arrangements & CPD

Two day / 14 hours course includes:

- Experiences of conflict
- Personal and societal responses to conflict
- Conflict styles
- Understanding ourselves, understanding others
- Positions and Interests
- Separating the person from the problem
- Moving from content to process Being nice, being liked
- Assertive communication
- Empathy and rapport
- Listening to feelings
- Anger issues
- Building common ground
- Option generating
- Follow-up arrangements & CPD

Three day / 21 hour course includes

- Experiences of conflict
- Personal and societal responses to conflict
- Conflict styles
- Understanding ourselves, understanding others - personal responsibility,
- Building relationships
- Positions and Interests
- Separating the person from the problem
- Moving from content to process
- Being nice, being liked
- Assertive communication
- Empathy and rapport
- Listening to feelings
- Anger issues
- Hearing needs
- Building common ground
- Option generating
- Structural/institutional issues, feedback to organisations
- Follow-up arrangements & CPD

Cost

These courses or similar are offered at £1200 per full day or equivalent. They are for between six and twenty participants and will be run by two trainers

Courses can be run over a number of shorter sessions subject to need and negotiation.