

## Dispute Resolution in the Workplace Programs

Title	Duration	Description
<b>TRACK 1: Skills to Address Conflict &amp; Promote Collaborative Relationships in the Workplace</b>		
1. Getting a Handle on Workplace Conflict *	2 Days	This program will guide the manager or HR professionals on how to deal with conflict effectively and constructively. Modules will include conflict analysis and designing interventions that are non-adversarial while strengthening workplace relationships.
2. Developing Organizational Responses to Workplace Conflict *	2 Days	A growing number of employment disputes end up in courts or administrative agencies. When this happens, your company's costs and risks rise. You lose control over the process of managing conflict and the outcome. The program will introduce you to a wide range of interventions from negotiations, dialogue, mediation and arbitration.
3. Comprehensive Mediation and Dialogue Skills Development for the Workplace	5-10 Days Customizable	A program designed to develop mediators and dialogue facilitators capable of responding to a wide range of issues that arise in the workplace setting.
<b>TRACK 2: Installing alternative dispute resolution mechanisms in the workplace</b>		
1. Recent Trends in Workplace Dispute Resolution*	2 Days	Several relatively recent developments have propelled a cluster of topics to the forefront of workplace conflict resolution. In this program, you will discuss timely and relevant topics on workplace violence, resolving equal employment opportunity disputes, dealing with unions, and international perspectives on dispute resolution.
2. Design, Implementation and Development of an Integrated Dispute Resolution System *	3 Days	Designing a comprehensive, integrated system to address organizational issues offers advantages over a piecemeal approach. The program guides you in designing, piloting and implementing a mechanism that works best in your organization.
<b>TRACK 3: Workshops design at various stages of a Collective Bargaining Agreement (CBA) or any negotiations involving labor and management with a goal of bringing parties together to work collaboratively.</b>		
1. Civility in the Workplace: A Trust-Building Workshop	3 to 5 Days	Civility is described in general terms as a social behavior characterized by formality, self-control and politeness. Placed in the context of a community, it becomes a powerful framework for behavior that parties may adhere to in managing stressful situations. This program aims to introduce tools that will allow one to relate better with people, help nurture an environment of positivity and give people the confidence to negotiate for a win-win solution.
2. Relationship by Objectives	3 Days	Management and labor are brought together to agree upon a set of objectives which shall be used to address specific issues. A framework for problem solving is established to guide future relationship. All parties involved shall be equipped with skills necessary to maintain this positive, constructive relationship.
3. Joint Problem Solving Program	2 to 3 Days	Training course brings together management and union to learn concepts and practice skills on collaborative communications, consensus-building and joint problem solving in a safe classroom environment. The program aims to prepare parties for future problem solving situations among themselves.
4. Employee Grievance Coaching		Mediation professionals conduct private one-on-one coaching sessions to assist employees with existing grievance to be clarified on issues, understand options and reach a decision on an action plan based on informed choice. Employees choose their coaches from a roster of neutral third parties.
5. Workplace Grievance Intervention		This is a speedy alternative to costly arbitration and litigation for organizations experiencing issues. Grievances may be submitted before a professional mediator accredited by the Office of Alternative Dispute Resolution (OADR).
<b>TRACK 4: Organizational Development Modules</b>		
Leadership in Change	2-3 Days	A new program supporting the process of change in any environment through the development of internal self-awareness and interpersonal skills.
Values-based Leadership	2-3 Days	Forbes Magazine writes that the only true leadership is values-based leadership. It is a unique course that develops ones leadership skills by strengthening the fundamental principles by which each and every one of us operate.