



### Competencies that are addressed:

#### PRIMARY COMPETENCY CATEGORIES:

- **Communication—**  
Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.
- **Conflict Resolution—**  
Creates harmony in stressful interpersonal situations and brings people together who have been separated by their differences.

#### RELATED COMPETENCY CATEGORIES:

- **Professionalism—**  
Projects an image of maturity and integrity that creates credibility.
- **Leadership—**  
Drives business results by aligning the vision, mission, and values to enhance business value. Is able to enlist the willing cooperation of others, while tapping into their highest skills and abilities, to achieve desired results.

## Conflict Mediation

### SUMMARY

Mediation becomes an alternative to consider when a third person intercedes to help two opposing parties work toward a solution. Mediators create constructive discussion by getting people to establish ground rules, give people the opportunity to clarify the problem, gather information, generate options, negotiate solutions, and reach agreement.

### CONTEXT

Conflict in the workplace can lead to a decline in productivity, peace of mind and the overall well-being of the organization and the individuals involved. When conflict reaches a point where it is disruptive or damaging to internal or external customer relations, mediation may be the answer.

In this module, you will determine when mediation is necessary. You will practice a process to mediate issues between people who work together, with the goal of building or rebuilding trust and healthy working relationships.

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### At the completion of this module, participants will be able to:

- Determine when mediation is necessary
- Listen impartially to individuals experiencing conflict
- Facilitate open communication between individuals in conflict
- Guide involved individuals towards resolving the conflict

*“The most intense conflicts, if overcome, leave behind a sense of security and calm that is not easily disturbed. It is just these intense conflicts and their conflagration which are needed to produce valuable and lasting results.”*  
—Carl Gustav Jung