



Training course

# Mediation for managers

Saving costs of conflict

A unique training course for managers  
who want to develop their competency  
to mediate between their team members and  
integrate mediating into their daily management practice

*Next date:*  
**19/20 November, 2009**  
*near Brussels*

# Mediation for managers

*Conflict on the work floor is neither good nor bad, it is considered as a fact of daily life. Inevitably, unresolved conflicts can lead to open or below-surface disputes, unnecessary infighting, lack of productivity, sabotage, low morale, withholding of knowledge, and failure to meet targets. Costs of conflict can rise quickly and the damaging effects can spread rapidly throughout the organisation. If handled correctly, mediation by a third party will neutralize the typical 'fight' or 'flight' approaches of conflict, and turn it into an opportunity for development, saving costs of conflict at the source.*

## In this course, you will learn

- to understand the concept of conflict and how to recognize it
- to evaluate the costs of conflict and how to actively save them
- how to use mediation approaches & techniques to resolve conflicts in your team
- how to avoid classical pitfalls for a mediating manager
- when and why to refer to external mediation support
- to integrate mediation as a competency into your daily management practice

## During the course, you will meet

- Fellow managers who want to actively save costs of conflict
- Experts in the field of conflict management and mediation
- Trainers with practical experience in mediation and leadership
- Candidates for a manager mediation network for sharing conflict cases and how they were handled in the field

## How you will learn to mediate

- By experience with an interactive mix of presentations, video-material, real life cases, practical tools, individual and group exercises and simulations
- By thorough feedback and debriefing in order to optimize your learning results, including tools for practice and post-training impact
- By sharing conflict and mediation cases through the manager mediation network



## Your trainers and experts

This Prospex course will be given for you by selected Prospex faculty, among which:



**Peter Rakers** is a senior trainer & mediator with hands-on management experience. He is a former managing director at Ratiopharm and trainer at the CEMS program at the Rotterdam School of Management (RSM).



**Dr. Marc Gramberger** is mediator, facilitator and trainer with broad international experience in business, public institutions and civil society. He is the author of the official OECD handbook „Citizens As Partners.“



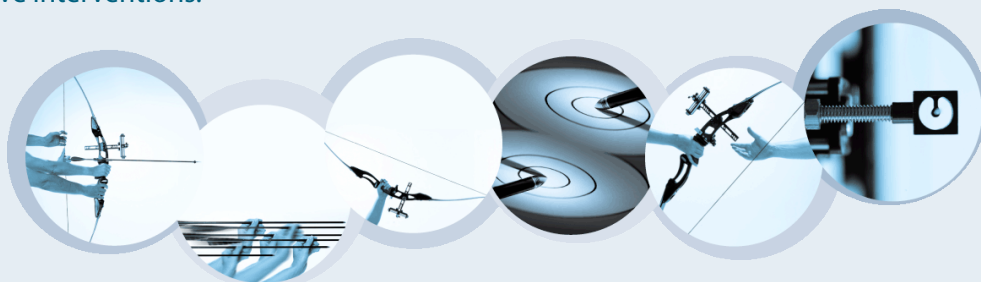
**Prof. Dr. Katia Tieleman** is a leading expert & practitioner in mediation & conflict management. She is professor for at the Vlerick Management School and affiliated with the Harvard Program on Negotiations.

## Also available: in-house, other languages, further courses and services

- ▶ This course is also available as in-house training, specifically tailored to suit your team's or organisation's needs. Prospex is able to deliver the course in a variety of languages, among which English, Dutch, French and German.
- ▶ Prospex offers a variety of training courses for developing competencies in mediation, negotiation and other management and leadership fields, including inter-cultural awareness and team-building.
- ▶ Moreover, Prospex offers mediation and negotiation services to support you in a concrete conflict or negotiation situation.
- ▶ Prospex helps companies and organisations to develop their Corporate ConflictAbility® by creating comprehensive conflict management systems.

## Prospex - enabling cooperation for excellence

Prospex enables organisations to develop *cooperation for excellence*. We provide top level services for **negotiation, mediation, facilitation, strategic foresight, management training** and **coaching**. Prospex works internationally with companies, public institutions and their stakeholders. We have a strong track record in developing and delivering successful, high level and tailor-made learning and implementation solutions. We typically build long term relationships with our clients, thinking and working with them in order to provide the most effective interventions.



# Mediating for managers

## Saving costs of conflict

This **two-day** training course will be held next on **November 19/20, 2009, near Brussels**.

The price for the participation in the course is: **1490,-- EUR** excluding VAT.

This price includes:

- ▶ the participation in the course
- ▶ all course documentation and materials
- ▶ refreshments and lunch at the venue

For interested participants, there will be opportunities for accommodation available at or near the venue at own additional cost.

The course materials are in English. Participants are free to make contributions and pose questions in English, Dutch, French, and German.



# Yes

I hereby register for this Prospex training course at the date and location indicated above. Further details will be sent to me in due course.

On receipt of my registration, Prospex will send me a confirmation of registration including further information and the invoice for the full amount indicated above, payable within 30 days but minimum 10 working days before the event. Prospex retains the right to refuse participants. Cancellation policy: Prospex retains the right to cancel the course up to 10 working days before the date of the course, if there is an insufficient number of registrations – in this case, Prospex will fully reimburse already paid participant fees for the concerned course. In case of a cancellation by a participant 20 working days or up to 10 working days before the course, Prospex may charge the client a fee of 50% of the participation fee. In case of a cancellation of participation by a participant 10 working days or less before the course, the full participation fee will be due.

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Last name	First name	Position
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Country	Email	Phone
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Fax	Mobile phone	Dietary requests
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<i>Date</i>		<i>Signature</i>

Please fax your registration to **+32 15 22 544 8** or scan and email to [training@prospex.com](mailto:training@prospex.com)

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