



*Peer Mediation for Law Enforcement Organizations*

*Kuala Lumpur -*

*26-08-2024*

## Peer Mediation for Law Enforcement Organizations

Course code: SL159 From: 26-08-2024 Venue: Kuala Lumpur - Course Fees: 4445 £

### Introduction

This peer mediation training course for police organizations prepares participants to act as workplace peer mediators, resolving conflicts, complaints, and other workplace disputes. A typical executive or manager can spend up to 30-40% of their time in conflict. Senior executives say they spend up to 20% of their time on legal matters, such as harassment and dismissal. This provides participants with a thorough understanding of the mediation, methods, and practices used in their coworkers' workplaces.

Mediation is generally defined as an acceptable third-party intervention in negotiations or disputes with limited decision-making power, assisting the parties involved in voluntarily reaching a mutually acceptable solution to a problem in conflict. To do. Mediation can establish, strengthen, or terminate relationships between parties in a way that minimizes psychological damage, in addition to addressing critical issues. Mediation is essentially a dialogue or negotiation in which a third party is involved.

### This training course will highlight:

- HRM system, method, and service best practices
- Learning, Training, and Career Development in a Law Enforcement Organization
- Employee compensation and how it affects employee performance
- The importance of two-way resourcing and recruitment for Police in both the Civilian and Uniformed workforce
- Performance Management in a Police Environment

### Course Objectives of Peer Mediation for Police Organizations

#### By the end of this training course, the participants will be able to:

- Effective mediation model in a Police Organization workplace
- Developing skills for mediation practice that is suitable for workplace conflict
- Basics of reaching and formalizing mediation agreements
- Be aware of one's own abilities and limitations in conducting workplace mediation sessions
- Develop an ethical framework for the practice of workplace mediation

### Course Methodology of Peer Mediation for Police Organizations

# *T h i s O x f o r d t r a i n i n g c o u r*

information presented. Includes compelling presentations to support each theme and a trainer-led interactive discussion panel.

There are also hands-on sessions where participants can practice and experience course-related activities. Facilitate learning with realistic and fun role-plays, short video presentations, small group work, exercises, and feedback.

**The impact on the organization in attending this Oxford training course is reflective, including:**

- Effective communication for solving workplace conflict events.
- Collaborative conflict solving by reframing the situations.
- Help teams and groups to reach consensus.
- when and how mediation is appropriate.
- Understand the positive and negative aspects of workplace conflict
- Staff with valuable and transferable skills in mediation

## **Personal Impact of Peer Mediation on Police Organizations**

**By attending this exciting Oxford training course, you will develop practical, transferable skills in:**

- Workplace peer mediation
- Conflict resolution and management
- The core practices of workplace mediation
- Co-mediation methods
- Interpersonal communication
- Gain valuable and transferable skills in mediation

## **Target Audience of Peer Mediation for Police Organizations**

**This training course is a suitably wide range of professionals but will significantly benefit:**

- Managers and Leaders
- Officers and non-officers
- Internal welfare or support staff
- Human Resources (HR) Staff at all levels

- Any manager needing to deal with workplace conflict
- Any staff member (Uniformed or Non-Uniformed) who wished to become a peer mediator in their organization

## Course Outline of Peer Mediation for Police Organizations

### DAY 1

#### Introduction to Workplace Peer Mediation

- Workplace Mediation Framework
- The 6-Stage Mediation Process
- Suitable for Mediation
- Stage 1: Pre-Mediation
- Controlling the Process

### DAY 2

#### Mediation Impartiality & Communication

- Remaining Impartial
- Communication Skills for Mediation
- Active Listening Skills
- Room & Furniture Setup
- Stage 1: Pre-Mediation

### DAY 3

#### Peer Mediation Process & Reframing

- Guidelines for Mediation
- Overview of Stages 2 - 4
- Reframing Methods
- Using Reframing in Peer Mediation
- Blockages - Moving Disputants Forwards

## DAY 4

### Negotiation, Needs & Positions, Brainstorming

- Elements of Negotiation
- Negotiation Techniques
- Improving Communication between Parties
- Needs and Positions
- Brainstorming Techniques

## DAY 5

### Your Toolbox, Bullying & Harassment & Ethics

- Stage 6 - Reaching Agreement
- Toolbox Tips
- Bullying & Harassment
- Ethics in Mediation
- Ongoing Professional Development
- Personal Action Planning