



## **MEDIATION AND CONFLICT RESOLUTION PROGRAMME**

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# MEDIATION AND DISPUTE RESOLUTION

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## OVERVIEW

You are bound to find yourself in the middle of a disagreement at some point in your professional or personal life. Emotions will be flared and your own reactions will get in the way of finding a way forward. If disputes are left unchecked, it will have a negative impact on organisations, no matter their size, due to disgruntled employees absences, potential legal battles and overall loss of productivity within the workplace.

This 3 full day short course will give participants an array of tools to facilitate a mediated process that brings parties to the table to reach mutually beneficial agreements. Participants will be given insight into how emotions can be understood at a deeper level that drives the hardball tactics people use to try to get themselves out of an argument or coerce an agreement from the other party.

Throughout this course participants will learn effective communication styles and the mannerisms of an impartial third party tasked with bringing people together to finding common ground and engage in problem-solving.

The crucial skills of conflict management obtained in this course will strengthen the participants capabilities in creating productive work places at the same becoming decoders of any conflict they may be facing in their own lives.

## WHO IS THIS FOR?

This course is designed for professionals and HR practitioners from any sector involved in dispute resolution. This course is also designed for anyone representing parties in a mediation.

## OUTCOMES

### Participants will, after completing the programme:

- Demonstrate and understand mediation in a South African context
- Display effective communication skills in mediation and dispute resolution.
- Engage in a collaborative approach in mediation and dispute resolution.
- Build your toolkit of techniques to be employed in mediation and dispute resolution.
- Demonstrate and understand how to break deadlock in mediation.

## MODULES

- Introduction to Mediation
- Mediation within the South African context
- Mediation Principles
- Stages of Mediation
- Role of the Mediator
- Agreement to Mediate
- Working through Diversity, Bias and Perceptions in Mediation
- Communication Skills of the Mediator
- Toolkit of the Mediator
- Breaking Deadlock in Mediation
- Online Dispute Resolution Methods

## DURATION

- 3 Full Days
- Face-to-Face
- 08:00 – 17:00

## VEERASH SRIKISON | FACILITATOR



Veerash Srikison is an admitted advocate and the founder of Fair Practice, a dispute resolution services organisation based in Johannesburg, South Africa. Fair Practice was founded in 2013 and is the 2022/2023 South African Prestige Business awards winner of the Mediation Firm of the Year.

Veerash is a Harvard School of Law trained mediator and negotiator and has presided as a judge in Civil/Commercial Mediation and Negotiation competitions globally. She is also a cum laude graduate of the Arbitration Foundation of South Africa (AFSA – University of Pretoria) in Alternate Dispute Resolution and is the lead trainer for Fair Practice and AFSA (Arbitration Foundation of South Africa) in mediation and negotiation skills.

Over the past 7 years she has trained over 500 professionals from all sectors, including executives, entrepreneurs, HR managers, presiding judicial officers, senior members of the Bar Council and delegates from the South African Defence Force, in Mediation, Negotiation and Conflict Management.

She has become a known speaker on all media platforms around the world, endorsing peace over conflict and the empowerment of the vulnerable through her work as a mediator and negotiator in high conflict disputes. Her media interviews can be found on the Fair Practice website.