



# FMCS

# FEDERAL MEDIATION & CONCILIATION SERVICE

## ADR Conflict Resolution Training Courses, Workshops, and Webinars

Under the Administrative Dispute Resolution (ADR) Act of 1996, the Federal Mediation and Conciliation Service (FMCS) is called upon to provide training in conflict resolution to aid in the effective use of Alternative Dispute Resolution throughout the Federal government. To that end, we offer both live and web-based training on a wide variety of topics.

### Live Classroom and Web-Based Training Courses and Workshops

Live classroom training can be provided at your site or at an FMCS office with appropriate training space. Live, interactive web-based training is also available to help meet your training needs while breaking down geographic boundaries and saving travel dollars!

*Customized training programs available upon request.*

#### 40-Hour Basic Mediation Skills Course

Individuals assuming mediation or other dispute resolution duties must learn a new set of skills and techniques in order to be successful. Mediation fundamentals, such as the 8-step mediation model, effective communications and interest-based problem solving techniques, are among the subjects an effective dispute resolution professional must master. Interactive exercises, mock mediations, role-plays, and debriefs with FMCS's experienced professional mediators will provide a unique and effective learning experience for agency neutrals.

#### Advanced Mediation Skills Training

This workshop is for experienced neutrals interested in taking their mediation skills to the next level. Interactive dialogues, role-plays, demonstrations, and other skills building exercises will help neutrals manage more complex conflicts, dispute dynamics and personalities. Participants also will receive instruction in cutting-edge theories and approaches to mediation, inquiry, mediator self-awareness, and integrating interest-based principles and techniques into a mediator's "tool kit." Some experience as a lead mediator and basic mediation training are suggested prerequisites for this course.

#### Mediation Skills Refresher Course

This workshop will help agency neutrals keep their skills sharp and refreshed as well as provide them the opportunity to engage with FMCS's professional mediators to help them practice and improve in the areas they find most challenging. An overview of basic mediation skills will be provided with a strong emphasis on role plays to strengthen skills and to try new approaches and techniques.

#### Facilitation and Advanced Facilitation Skills

Facilitation is a process in which a skilled neutral offers structure and procedural guidance to enable any type of committee or group to achieve shared goals. A skilled facilitator relies on many of the same communications, interest-based problem solving, and conflict resolution skills that mediators deploy in any conflict resolution setting. Facilitation skills can be incorporated into FMCS mediator training programs or delivered as a stand-alone program. FMCS mediators can also serve as coaches and mentors to new facilitators.



# ADR Conflict Resolution Training Courses, Workshops, and Webinars

## Maximizing Mediation Outcomes for Federal Agency Employees and Managers

This course focuses on explaining the mediation process, the role of the mediator, as well as a discussion of best practices for maximized outcomes. Following this program, participants will be able to: explain the mediation process, effectively work with a mediator, develop strategies and employ mediation best practices for maximized outcomes. Topics covered include: The benefits of mediation; Important characteristics, components, and steps of mediation; The role of the mediator, the parties, and representatives.

## Essential Conflict Resolution Skills Series: The Art and Science of Inquiry

Resolving conflict can be challenging. Asking the right questions, the right way, is a key skill for anyone who wants to be an effective problem-solver in the midst of conflict. This FMCS interactive course explores how to best use questions to bring parties in conflict together and to facilitate problem-solving. Following this workshop, participants will be able to recognize the interpersonal dynamics that impact conflict interactions, identify and craft the most effective questions to use in conflict resolution, employ critical self-awareness strategies for examining question intent, reduce the impact of assumptions, recognize emotional response cues that indicate rephrasing a question may be necessary, and develop effective questions for difficult situations.



## Essential Conflict Resolution Skills Series: Self-Awareness in Conflict

Navigating the landscape of conflict effectively requires a self-awareness to employ strategies to reduce emotional attachment and increase creative thinking. This course reviews the stages of learning that lead to higher levels of self-awareness. Participants will be introduced to basic conflict neuroscience principles and develop personal strategies to gain control over automatic defensive responses that can impair conflict resolution efforts.

## Essential Conflict Resolution Skills Series: The Art and Science of Dealing with Difficult People

Difficult people are everywhere! Or are they? Each and every day, we encounter people whose behavior comes across to us as obstructive, obnoxious, stubborn, offensive, or worse. What are the roots of difficult behavior and what are the best strategies for dealing with these encounters? Understanding the human emotional response process can lend great insight into these perplexing questions. Following this workshop, participants will be able to identify the elements of human interpersonal reactions at play in a given situation and recognize emotional response cues that can guide them to refocus a conflict encounter that's gone awry and improve conflict resolution outcomes.

## Advanced Communication Skills for Leaders: The Six Competencies of Outcome-Based Communication

Communication occurs for many reasons and in many situations, circumstances, and environments. In the workplace, we are tasked with goals and objectives critical to mission accomplishment. Communicating effectively with our peers, our subordinates, and our managers is essential for successful outcomes. However, ineffective communication approaches can derail even the best intentions to 'get the job done.' This program identifies the core interpersonal communication skills necessary to achieve the outcomes we seek in the workplace and provides strategies for daily communication success: self-awareness, active listening, inquiry, empowering others, reframing, and leveraging locus of control.

Following the program, participants will be able to identify the six core competencies of outcome-based communication and develop strategies for utilizing these skills for improved workplace environments, enhanced conflict resolution outcomes, and all-important mission accomplishment goals.

## Mindfulness: A Conflict Resolution Tool

Managing stress to promote effective interpersonal relationships is a key strategy for conflict resolution. Mindfulness in the workplace is garnering attention and credibility with large corporations as a way of dealing with stress, encouraging collaboration, and fostering positive workplace relations. Mindfulness addresses the stress derived from interpersonal conflict by teaching how to concentrate on the observation of one's thoughts, perceptions, and emotions in the present moment with the aim to develop internal self-awareness. This workshop teaches participants how to effectively utilize mindfulness strategies to reduce the defensive and emotional responses that often lie at the heart of many workplace conflicts.

## Essential Neutral Skills: Integrating Interest-Based Principles into Your ADR Practice

Facilitative mediation approaches utilize interest-based principles to help participants find the most durable solutions to their conflict; therefore, effective use of the interest-based process steps is a key skill for neutrals. This workshop will provide instruction and hands-on role play experiences to help neutrals develop their skills to integrate issue statement development, interest identification, brainstorming, standards for evaluation, and development of joint solutions by consensus into their mediation practice.

## Co-Mediation Best Practices

This course looks at the best practices for successful partnering with a co-mediator, focusing on the dynamics of co-mediation, as well as how to approach and structure a mediation session when two mediators are sharing the task of neutral.

# ADR Conflict Resolution Training Courses, Workshops, and Webinars

## **Can't We All Just Get Along?: Personal Competencies for Dealing with Bullying in the Workplace**

This workshop is designed with a focus on the individual's personal strategies for dealing with what they perceive to be bullying behavior encountered in the workplace. Following this program, participants should be able to differentiate between "adults behaving badly (ABB)," workplace bullying, and workplace violence; and apply appropriate strategies and responses to deal with and deter the type of behavior encountered.

## **Can't We All Just Get Along?: Managing Bullying for Workplace Leaders**

This workshop is designed with a focus on how managers and other leaders can effectively address bullying behavior encountered in the workplace. Following this program, participants should be able to differentiate between "adults behaving badly (ABB)," bullying, and workplace violence and apply appropriate strategies for the type of behavior encountered; identify issues associated with workplace bullying and how they may turn into EEO complaints & grievances; identify best route for resolution of bullying complaints including whether mediation may be appropriate; assess strategies before, during and after an episode of bullying; and identify management and workplace allies to deter and/or resolve bullying issues.

## **Generational Diversity in the Workplace Workshop or Presentation: Myth, Reality, or Should We Just Get Back to Work?**

Much has been said - and continues to be said about the five generational cohort groups sharing today's workplace. Are their values, perspectives, and expectations about work hopelessly at odds? Or do we all share more in common than we know? This course examines the forces of conflict in the workplace - described from a stage, age, and cohort perspective. Following this workshop, participants should be able to: identify the five generational cohorts present in today's workplace; recognize the influences that shape their 'work view;' and begin to develop proactive strategies to engage the generations in the conversations that will lead to breaking down stereotypes and building bridges instead of walls.

## **Essential Problem-Solving Team Skills: Meeting Leadership, Facilitation, and Effectiveness Workshop**

Teams can create incredible solutions with a synthesis of knowledge, skills, and ideas. However, without effective meeting processes and facilitation, those ideas may never evolve or be implemented. Having effective meeting processes and skills will enhance any team's ability to reach consensus decisions and make good ideas into reality as well as help them identify and utilize best practices for overall meeting effectiveness. Following this workshop, participants will be able to: 1) Lead a group's deliberations over mission and problem-statement development to enhance meeting and problem-solving focus; 2) Create and organize meeting structures, logistics, and agendas that maximize time allocations and outcomes; 3) Apply facilitation strategies to assist a team's movement in the direction of idea generation and problem resolution; 4) Identify and develop effective action plans for idea implementation; and 5) Assess the potential usefulness and effectively utilize work groups, task forces, and sub-committees to accomplish goals.



## **Mediator "Bookend" Best Practices: Maximizing Mediation Outcomes with Pro-active and Reflective Practices before and after the Mediation**

The mediation process is most effective when the neutral employs relationship-building, tone-setting, and process orientation steps prior to the session, as well as being reflective of the process and participant feedback following the session. This course focuses on the pre-and post-mediation activities that improve overall mediation outcomes. Pre-mediation pro-active engagement can lessen participant anxiety and defensiveness as well as ensure proper preparation for the meeting. Post-mediation reflection and feedback allows the neutral to focus on continuous improvement in their delivery of mediation services.

## **The Science of Trust and the Art of Trust-Building**

Conflict naturally breeds in low-trust environments and can lead to complaints and grievances by employees who perceive they have been wronged. This workshop will provide insight on the interpersonal evolutionary origins of trust perceptions as well as best-practice strategies to promote and cultivate trust in the workplace.

# ADR Conflict Resolution Training Courses, Workshops, and Webinars

## Teambuilding

It is important for team members to be able to work well together in order to accomplish their mission and to maximize the talents of all the people in the group. Teambuilding programs are custom-designed training focused on helping teams of various sizes understand each other's strengths and limitations, determine how to do the job of the team in a coherent way, and develop new skills and strategies to use as problems or conflicts occur in the future. The interactive training allows team members to feel they are growing their relationships as they communicate, learn, and plan for the future together.

## Executive Conflict Coaching and Training Programs

Mission accomplishment is enhanced when teams and departments have effective conflict resolution environments. Leadership is a core element of this and these custom designed programs and interventions use a thorough needs assessment and intervention design strategy that will focus on the aspects of conflict management appropriate for the specific circumstances.

## Diversity in the Workplace

The current workforce is one of great diversity. There are often many different cultures and races as well as a great variety of beliefs, values, ages, physical differences, and individual needs. How can we all work together, given the sometimes huge differences between us? This training focuses on ways to (1) Understand each other, both in terms of how we are alike, as well as how we are different; (2) Communicate with each other, especially in times when it seems as if there is a huge chasm between us; and (3) Find ways to encompass the differences in ways that satisfy everyone's needs. The goal is to learn ways to respond to diversity in the workplace so the differences are strengths instead of weaknesses.

*Customized training programs available upon request.*



## Finding Your Voice in Mediation

Good mediators will tell you that the parties in mediation are the ones who achieve the solutions, not the mediators. The mediators facilitate the conversation and "hold open" the space for communication to happen and for solutions to emerge. This training will help participants learn how, as parties in mediation, they can use the process to produce win/win results for all. The training will include communication and listening strategies, ways to understand people even when they seem very challenging, and approaches to bring order from chaotic conversations. The strategies which are included may also be helpful for conflict situations outside of mediation.

## Meeting Effectiveness Skills

Great meetings can result in great ideas. This course will focus on best practices for meetings and other group processes where outcomes and deliverables are needed. Following this program, participants will be able to structure agendas for maximum outcomes; facilitate discussions that lead to solutions, develop action plans for idea implementation, and measure success. This practical session will focus on ways to organize large group meetings for maximum involvement and specific strategies to facilitate the meeting. The basics of planning the meeting, designing the agenda, and setting up ground rules or parameters will be addressed as well as keeping the group on track, designing the overall mission with group input and buy-in, responding to difficult group members, and dealing with conflicts.

## Telemediation

This course is designed to prepare mediators for delivery of ADR mediations using telephonic or video means. Topics to be covered in the program include special considerations and preparations in a virtual environment as well as best practices for overcoming the obstacles a mediator confronts when trying to mediate in this environment. Please note, this program does not include training on using specific technologies.

## What Do these Services Cost?

Since FMCS does not receive appropriated funds for these ADR services, we must be reimbursed for the costs involved in delivering the services, which is generally \$130 per hour or about \$1,000 a day, plus any necessary overhead costs. In accordance with Federal requirements, FMCS and the agency requesting service generally enter into a simple Interagency Acquisition Agreement (IAA) and/or a memorandum of understanding.

There is no cost for initial consultations.

For more information contact: Federal Mediation and Conciliation Service  
ADR Services One Independence Square 250 E Street, SW  
Washington, D.C. 20427 202-606-5445 [adrreferrals@fmcs.gov](mailto:adrreferrals@fmcs.gov)