

## ESSENTIAL MEDIATION SKILLS FOR MANAGING UNIVERSITY CONFLICT

Mediation is increasingly being used in universities, organizations and academia to resolve disputes at the early intervention level. Managing inter-personal conflict at the source prevents escalation, contributes to building a healthier work environment and engendering a more respectful workplace. In the sessions participants work with the essential skills and foundational knowledge for learning to resolve disputes and manage conflict in a variety of settings. It is targeted at Deans, Heads of Departments (HODs), and Senior Administrative Staff and will build and enhance skills for resolving departmental conflict. This course provides the foundation knowledge and skills for developing successful expertise in mediation and is approved by the Mediation Board of Trinidad and Tobago for mediator certification.

Participants will develop a level of proficiency in mediation by:

- Developing skills to assess disputes and use interest-based and restorative approaches.
- Working with different conflict styles and approaches seen in a range of departmental issues.
- Building proficiency in the essential communication skills and models for resolving conflicts.
- Becoming skilled in managing high emotion and hostility in the mediation process.
- Understanding your role as informal mediators in departments and faculties.
- Gaining hands on practice in resolving inter-personal disputes in departments.
- Gaining knowledge of practice trends in using mediation in academic settings.

This course uses a hands-on experiential approach with extensive supervised practice. Focus is placed on group work and role-play using real-life scenarios, giving participants skills they can take back to their departments and faculties.

*Mr. Tom Kalpatoo brings twenty five years of experience in the Mediation field as a mediator, trainer and dispute system designer, for all levels of government in Canada. He has presented workshops in mediation to corporate managers, human resources personnel, police, teachers, social workers and government officials in Canada, the Caribbean and Latin America. He served as the Mediation Skills Facilitator in the Post Graduate Diploma in Mediation Studies at UWI from 2004-2011. Mr. Kalpatoo has mediated over 2,500 cases for governments, organizations, law enforcement agencies, schools unions and community groups and has delivered mediation projects for the UNDP, IDB and the World Bank. He is a certified trainer with the Mediation Board of Trinidad and Tobago and a Mediation Roster member in British Columbia, Canada.*