

## One Day Workshop in Advanced Mediation Skills Facilitated by Richard Barnes

Thursday 2<sup>nd</sup> October 2008- Marino Institute, Dublin

**Polaris HR** in association with **C Richard Barnes and Associates** is pleased to announce a one day interactive workshop in advanced workplace mediation skills. This workshop will be of particular benefit to experienced/qualified mediators but should also be of interest to HR practitioners, Trade Union Officials and those interested in mediation.

The workshop will provide participants with an opportunity to gain expert knowledge, tips and advice from a leading practitioner to further develop their skills to work with individual and collective/group Mediations in the workplace. Participants who attend the workshop will be given a certificate for CPD points.

The programme outline below will run from 09:15 to 17:00 with registration/coffee from 08:45 and lunch will also be provided.

Session 1 –	The STAR Approach to Facilitated Conflict Resolution Understanding the importance of Convening and Opening
Session 2 –	Organisational Cultures and Their Impact on Mediation
Session 3 –	Communication in the Mediation Process
Session 4 –	Negotiation
Session 5 –	Closing and Understanding the Decision Making Process - Bounded Rationality, Heuristics and Tools
Session 6 –	Ethics and Confidentiality
Session 7 –	Case Studies to Develop Mediation Skills for Individual and Group Disputes

**Richard Barnes** is President of C. Richard Barnes and Associates where since 2005 he has provided dispute resolution services, dispute resolution systems design, workforce training and development and leadership coaching to a cross-section of American industry, including labour, public, private and service organisations. Prior to forming his own company, Richard was the Executive Director of the “Center for the Workplace” at Georgia State University in Atlanta, Georgia from 2003-2005. Previously, he served as the 14th Director of the Federal Mediation and Conciliation Service (FMCS). Appointed by President Clinton in January 1998, he held that position until June 2002. Richard was the first career mediator in FMCS history to receive this Presidential Appointment and Senate confirmation.

Places for this workshop are limited due to the interactive nature of this workshop. Cost per participant: €290 (€250 for Polaris HR/ICCS Certified Mediators).

To ensure your place please either:

- contact Monica or Kate at Polaris HR-01 8904849
- e-mail: [monica@polarishr.com](mailto:monica@polarishr.com) or [info@polarishr.com](mailto:info@polarishr.com), or
- fax the form below to 01 8904847

I wish to attend the Richard Barnes One Day Workshop in Advanced Mediation Skills.

Please invoice €290/ €250 (for Polaris HR Certified Mediators) to: \_\_\_\_\_

Name: \_\_\_\_\_ Contact No/email: \_\_\_\_\_

Signature \_\_\_\_\_

*Signing this form commits you to attend the workshop. No cancellation fee will apply however participants may be replaced provided Polaris HR is informed in advance.*