In-house Training Proposal
Mediation for Collaborative Teams

Although conflicts will never completely disappear, we can get better at responding to them together with just a few basic conflict mediation skills.

When tensions don’t get resolved between people in a team, it’s easy for resentment, mistrust and grudges to build up, leading to a working environment that feels stifled, unmotivating or even outright hostile.

Eventually everyone starts to suffer.

Instead of avoiding or suppressing conflicts, what if your team viewed them as opportunities? When managed well, conflict can help us glean more understanding of one another, support our creativity and activate more joy in working together.

Developing your team’s capacity to support each other through interpersonal conflict is a gift for everyone in your workplace. After our training, you’ll be able to empower your collaborators to…

- Become aware that tension is building and access support
- Better understand each other’s working styles, needs and concerns
- Develop systems and behaviours that make collaborating easier
- Consider diverse perspectives, leading to more inclusive discussions, better decision-making and innovative solutions

A conflict-responsive culture is crucial for any high-performing collaborative team. In generating a positive work environment built on psychological safety, trust and belonging, you enable your team to focus on the work they care about.

Our Approach To Conflict Transformation

We help teams develop a conflict-responsive culture at work, i.e. systems and practices that encourage you to recognise and address tensions before they escalate, in a way that transforms potential disruptions into opportunities for growth and improved relationships.
Many of us have had painful past experiences where conflict led only to further disconnect. It takes courage, collective support and practice to learn how to lean in and become curious when tensions arise. Our training lays the building blocks for developing conflict resilience by increasing the likelihood of more positive outcomes for all.

We’ll support your team to respond to conflict well through:
- **Workshops** to introduce specific techniques, practices & frameworks
- Small **peer-support groups** to distribute the skills, integrate new habits and build trust & safety within the organisation
- **Periodic reviews** to evaluate progress and adjust to your context.

**Content We Cover**

In this program you’ll learn to recognise the signs that tensions are arising in your team, consider when mediation is an appropriate strategy, and how you might bring mediation into your team culture. We’ll also share principles and steps for mediating a conversation between two people, or within a group conversation.

**Setting the context**
- Understand your own and each other’s relationship to conflict through our culture and background
- Explore your team’s cultural and behavioural patterns in relation to tension and conflicts
- Learn about common conflict dynamics
- How to incorporate mediation as part of your team’s conflict transformation system and support people to use it

**The mediator’s role**
- The mediator’s intention and posture (and what is not the mediator’s role)
- Blocks and tips for offering mediation support
- The arc of mediation: pre-mediation, mediation, follow-up

**5 steps to support a dialogue**
- Unpacking the stories we’re holding about each other
- Empathic listening skills
- Getting to what matters: going beyond judgements and opinions
- Pacing a dialogue for all parties to feel seen and heard
- Identifying clear, doable, mutually satisfying actions or behaviours for transformation and positive change

The final agenda will be defined based on your team’s needs and capacity.
What people say about our courses

“[The mediation course] provided a fabulous insight into how different cultures view and respond/operate to conflict. Learning that there are similarities and differences on an individual level, realising that you share similar experiences, and being able to speak about them openly is quite freeing.”

- Amanda, Programme Manager, Alliance for Better Care CIC

“The training was really brilliant, very dynamic but with a really good balance of practical and theoretical input.”

- Chaber, Executive Director, ILGA

“I appreciated having the frameworks and fundamentals to break down the process and rationale behind each mediation "step", as well as opportunities to practise. Hearing other participants’ experience and perspective about what helped them, what landed well or didn't land well (especially during role plays) was very helpful.”

- anonymous course participant, Mediation Skills for Collaborative Teams

Our Training Methodology

Our training method combines several elements:

- We don’t have a dogmatic commitment to one framework, we draw from many schools of thought, and from our own experience.
- We focus on practice and interaction over heavy content presentations. Our trainings are designed to be relevant to you now, with opportunities to engage with real-life scenarios, e.g. through roleplays and prompts for personal reflection.
- We support different learning styles - e.g. we have content with visuals, we make space for journaling and silent reflection, we encourage sharing and practice in different group sizes (pairs, small groups, full group), we bring the body into the picture.
- We are trauma-informed - we emphasise consent (everything is optional), and share nervous system regulation practices to help people stay in, or intentionally expand their window of tolerance for discomfort without overriding their own safe boundaries.
- We don’t arrive with predetermined solutions, instead we facilitate conversations for people to co-design solutions that are right for them.

Who is this program for?

This program is for any collaborative or self-organising team who’s ready to upskill their capacity to support conflict and transform tension into connection.
It’s particularly well-suited for staff in Human Relations departments, people engaged in developing team support systems, and/or generally attending to team well-being and people care.

If you’re a coach or a mentor, this course will show you how to bring out the best in your teams.

**Mediation Training Options**

**Online:**
If running the training online is the best option for your team, we suggest splitting it over 4 calls of 2 hours each. These can be delivered in consecutive days or spread out across multiple weeks (e.g. once a week for a month).

**In-person:**
We can run an intensive in-person training over 1 day (8 hours), or across 2, 3, or 4 days over the course of a week for a more spacious and less overwhelming experience. For example, we have worked with teams who bring us to their team retreat where we host the training in the mornings, leaving the afternoon for their team conversations. We will adjust the format according to your team’s needs and capacity.

**3-Month Integration (add-on):**
Mediation is a skill best built up through regular practice. We suggest adding time for integration after the training, to crystallise the lessons and embed the practices into your team culture. Our integration curriculum happens in pods: small (3-6 people) peer-to-peer support groups that meet every two weeks to keep practising the lessons from the training, reflect on progress and challenges, and support each other.

We can provide runsheets for the pods, allowing participants to facilitate themselves without our hands-on support. We usually include 2 hours of support calls in this package, where we can help clarify questions that emerge during practice, and give advice on how to adjust to the group context.

**Coaching and advice (add-on):**
If you need additional advice or coaching beyond the training, we are also available to support your team as a whole, or offer 1:1 support for individuals.
Budget

Notes:
- Our pricing is on a sliding scale according to the budget or size of the organisation.
- Price includes admin, scheduling and communications with the team to prepare.
- VAT (22%) not included in the price. If your organisation is VAT registered we will do the invoice under the Reverse Charge agreement within the EU.
- For in-person training travel & accommodation costs will be covered by the client.
- We’ll finalise the budget with your team based on your needs and training option(s).

Budget Estimate Per Option

<table>
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<tr>
<th>Group size / Budget range</th>
<th># facilitators</th>
<th>hours</th>
<th>4-10 ppl / low budget</th>
<th>10-30 ppl / mid budget</th>
<th>30-50 ppl / high budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Training (4x 2hr calls)</td>
<td>2</td>
<td>8 hr</td>
<td>€1,600</td>
<td>€2,200</td>
<td>€2,400</td>
</tr>
<tr>
<td>In-person Training (for 8 hours total)</td>
<td>2</td>
<td>8 hr</td>
<td>€2,800</td>
<td>€3,200</td>
<td>€3,600</td>
</tr>
</tbody>
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Add-ons

Integration support (Run sheets for 6 pod meetings + 2hr support call) €700
Coaching & advice (either 1:1 or with a team) Per hour €180

Contact us today if you have any questions or to discuss how we can tailor a training to fit your team’s needs.

Warmly
The Hum team