

MANAGING ISSUES & CRISIS IN THE WORKPLACE



PROGRAMME OVERVIEW

In the chaos and confusion of workplace issues, problems and crises, it is sometimes difficult to keep a cool head and develop effective action plans that de-escalate and resolve situations.

Alternative Dispute Resolution (ADR) has proven to be effective in analysing and assessing complex work issues to determine appropriate intervention responses. Discover how to utilise this model to diagnose critical work issues and intervene effectively. Learn to manage issues, problems, and crises with confidence and poise under pressure.

course code: HRM 9006

WHO SHOULD ENROL?

Executives, directors, senior management and team leaders from government departments and regulatory agencies, multinational donor agencies, central banks, commercial banks and private companies.

BENEFITS OF ATTENDING

- At the end of the programme, you will be able to:
- Understand issues, problems, and crises in the workplace
- Recognise opportunities to intervene and resolve in these situations
- Develop a framework to assess and analyse complex workplace situations
- Train line managers to recognise and control potential conflict triggers
- Reduce workplace stressors and improve workplace wellness through appropriate issue management
- Ensure your organisation's policies and procedures are robust, thorough and legally accurate
- Use cost effective in-house mediation programmes

PROGRAMME OUTLINE

- Problems, crises and conflict management theory
- Conflict styles, issue escalation, and problem zones
- The business case: examining the ROI of mediation Intervention options for resolution
- The Dispute Resolution Challenge
- Giving your employees a voice: mutually beneficial dispute resolution
- Group Mediation and Team Assessments, the Future of Resolution
- Litigation versus mediation: a lawyer's perspective
- Assessing the reasoning for adopting mediation
- Real life insight: the practicalities on the ground
- Implementing mediation on a large scale: the benefits and challenges

COURSE STRUCTURE AND COST

Delegates will attend this 1 week course between 09:30 and 17:00 daily.

Cost: £2,500/delegate