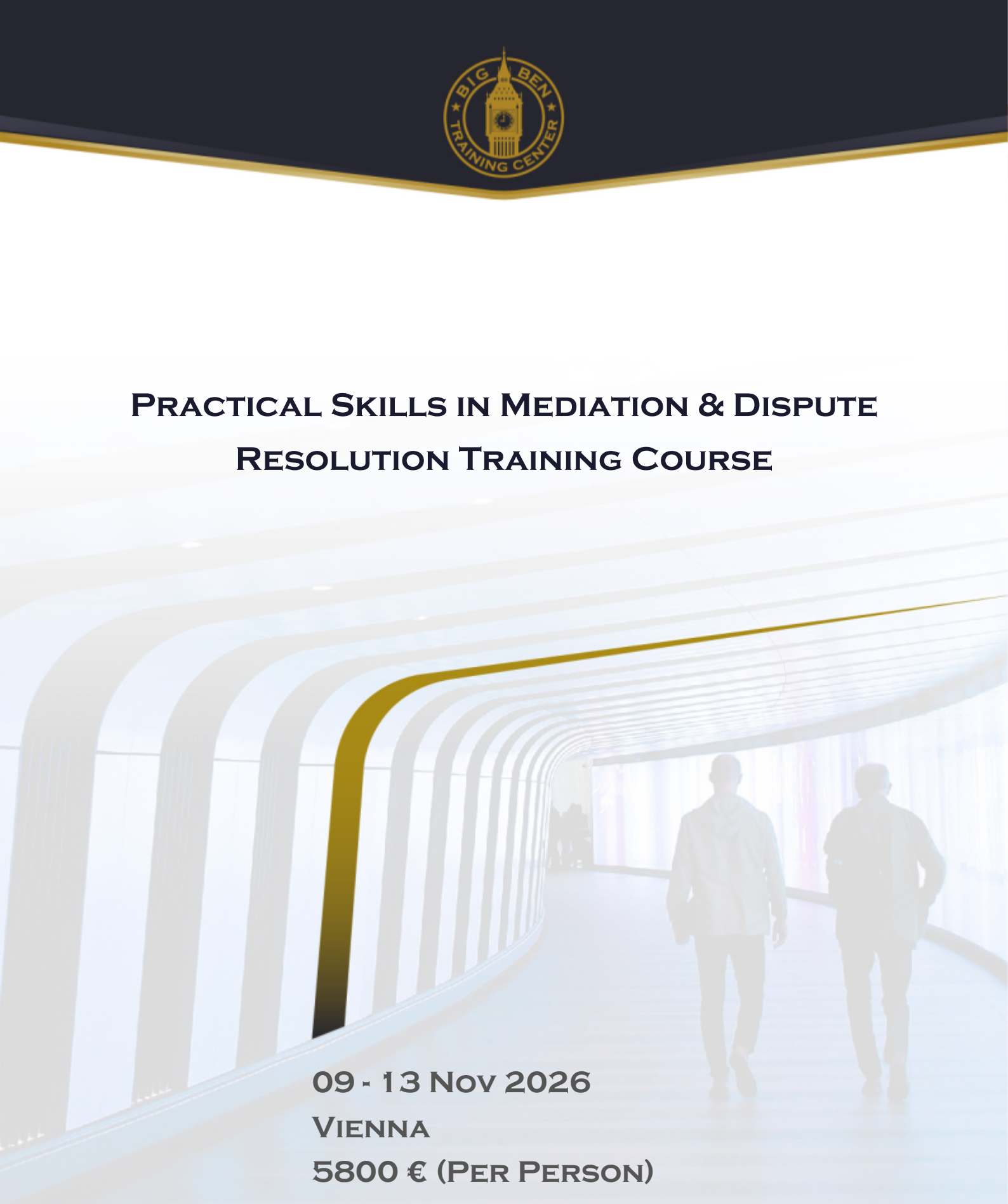
# Practical Skills in Mediation & Dispute Resolution Training Course



09 - 13 Nov 2026

Vienna

5800 € (Per Person)

Ref: #LEG1378_42209

## Course Introduction / Overview:

Conflict is an inevitable part of business, but how it is managed can determine an organization's success. This program is a comprehensive look at the art and science of mediation and out-of-court dispute resolution. It goes beyond the basics of negotiation, providing participants with the skills to facilitate productive conversations and find lasting solutions without resorting to costly litigation. The course covers everything from understanding the psychology of conflict to mastering advanced mediation techniques and drafting settlement agreements. We will explore key topics like principled negotiation, active listening, and the legal frameworks that support alternative dispute resolution (ADR). The training draws on the expertise of renowned legal scholars like Carrie Menkel-Meadow, a leading authority on dispute resolution, and integrates insights from her influential work, "Dispute Resolution: Beyond the Adversarial Model." This book provides a key framework for understanding the benefits of a collaborative approach to conflict. By combining these ideas with real-world role-playing and case studies, BIG BEN Training Center ensures participants can confidently apply their skills to resolve disputes in a variety of contexts. The goal is to transform conflict into an opportunity for positive change and to equip professionals with the tools to foster better relationships and more effective outcomes.

## Target Audience / This training course is suitable for:

- Human resources managers.
- Legal counsel and paralegals.
- Mediators and arbitrators.
- Business owners and entrepreneurs.
- Managers and team leaders.
- Contract and procurement professionals.
- Public relations and communication specialists.
- Government agencies and equivalents.

## Target Sectors and Industries:

- Corporate and business services.
- Legal and professional services.
- Human resources and talent management.
- Government and public administration.
- Nonprofit and community organizations.
- Financial services.
- Real estate.
- Government agencies and equivalents.

## Target Organizations Departments:

- Human resources.
- Legal and compliance.
- Customer relations.
- Contract management.
- Operations.
- Administration.
- General management.

## Course Offerings:

By the end of this course, the participants will have able to:

- Understand the principles of mediation and alternative dispute resolution (ADR).
- Apply effective communication and negotiation skills in conflict situations.
- Facilitate productive discussions between conflicting parties.
- Develop creative and collaborative solutions to disputes.
- Draft clear and legally sound settlement agreements.
- Navigate the emotional and psychological aspects of conflict.
- Recognize when mediation is the most appropriate course of action.
- Resolve disputes efficiently, reducing the need for costly litigation.

## Course Methodology:

This training uses a highly interactive, hands-on approach that makes the complex process of dispute resolution feel natural and intuitive. The program's methodology is built around role-playing, case studies, and live simulations. Participants will work through realistic conflict scenarios, taking on the roles of mediators, disputants, and observers to understand the dynamics from every perspective. We will use group exercises to practice negotiation techniques and active listening skills, with personalized feedback from our expert trainers. The course also includes an in-depth analysis of successful and unsuccessful mediation cases, which helps participants learn from real-world examples. Our trainers at BIG BEN Training Center are experienced mediators and legal professionals who provide a safe and supportive learning environment. This practical, skills-based approach ensures that participants leave not just with knowledge, but with the confidence and ability to effectively manage and resolve conflicts in their professional and personal lives. The program is designed to transform the way participants view and handle disagreements, making them more effective communicators and problem-solvers.

## Course Agenda (Course Units):

### Unit One: Foundations of Dispute Resolution

- Understanding the nature and psychology of conflict.
- Introduction to mediation and alternative dispute resolution (ADR).
- The role of a neutral third party.
- The benefits of out-of-court resolution.
- Key principles of principled negotiation.

### Unit Two: The Mediation Process

- Structuring a mediation session.
- Pre-mediation preparation.
- Opening statements and setting the stage.
- Identifying core issues and interests.
- Facilitating communication and active listening.

## Unit Three: Negotiation and Problem-Solving Skills

- Advanced negotiation strategies.
- Brainstorming creative and collaborative solutions.
- Breaking through impasses.
- Handling difficult personalities and emotional responses.
- The art of effective questioning.

## Unit Four: Legal and Ethical Considerations

- The legal framework of mediation and ADR.
- Drafting binding settlement agreements.
- Confidentiality and ethics in mediation.
- The mediator's liability and professional standards.
- Understanding the court system and its alternatives.

## Unit Five: Specialized Mediation and Applications

- Mediating workplace disputes and employee grievances.
- Family and community mediation.
- Resolving commercial and contractual conflicts.
- Mediation in international contexts.
- The future of dispute resolution and technology.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

In an increasingly polarized global society, how can the principles of mediation and alternative dispute resolution evolve to address complex ideological conflicts and promote lasting peace beyond traditional legal frameworks?

## What unique qualities does this course offer compared to other courses?

This training stands out because it provides highly practical and immersive experience in mediation, going far beyond a theoretical overview. We don't just teach the principles of dispute resolution; we put them into practice through extensive role-playing and realistic simulations. Participants will be challenged to mediate actual disputes, receiving personalized feedback and guidance from our experienced trainers. The curriculum is designed to address the human and psychological elements of conflict, which is often overlooked in other programs. We focus on building communication and negotiation skills that are effective in any professional or personal setting. Unlike courses that just focus on the legal side of things, this program empowers you to be an agent of change, capable of transforming conflict into a productive outcome. This program is not about memorizing legal rules; it is about building the emotional intelligence and practical skills needed to resolve disagreements and build stronger relationships.