

# Online Training Guide

Virtual Training Courses on Conflict Management,  
Conflict Resilience & Mediation





“It is refreshing to have a training course run by true professionals who provide valuable insights that can benefit anyone in the workplace – from CEOs to the coffee lady!”

**Manager, Ogilvy**



## Welcome

Welcome to Consensio’s online training guide, which outlines our popular conflict management, conflict resilience and mediation courses. In an environment of uncertainty and change, our online courses will equip delegates with the confidence and skills to successfully prevent, manage and resolve workplace conflict.

Whether you are after a short workshop or a longer skills-based programme, our courses will be tailored to suit your organisation’s specific needs and culture. From our new bite-size “How to...” conflict programme to our accredited workplace mediation certificate, our courses will empower you and your colleagues to deal with conflict quickly and informally, resulting in a healthier, more engaged and productive workforce.

Since 2007, we have worked with some of the UK’s leading organisations, including: **American Express, BBC, British Gas, Bupa, Cancer Research UK, Cult Beauty, Gatwick Airport, Independent Office for Police Conduct, Lloyd’s of London, Nespresso, Net-A-Porter, NHS Trusts, Ogilvy, Rank Group, Sony, Standard Life Aberdeen, Unicef, University of Cambridge, Virgin Trains, Westminster City Council and WWF.** Consensio has also partnered with the UK government on a ground-breaking initiative to set up two regional mediation pilots in Cambridge and Manchester.

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# Bite-Size Conflict Workshops

## “How to...” Series

Consensio's new “How to...” bite-size workshops enable delegates to become more self-aware of how they think and behave in conflict. The workshops focus on learning how to deal with conflict in a more collaborative, empathic and constructive way. Our “How to...” series includes a range of two-hour workshops, which can be delivered as stand-alone sessions or in modular format.



“This course is a real eye-opener, it encourages you to be more aware of your own views and reactions to conflict.”

**People & Development Advisor  
UNICEF**

### How to Adopt a Positive Conflict Mindset

Most of us have an ingrained negative mindset when it comes to conflict. This workshop will explore the difference between constructive and destructive conflict, empowering delegates to shift their negative conflict mindset to see conflict as an opportunity for innovation, growth and change.

### How to Calm the Brain in Conflict

Conflict triggers our brain's unconscious and automatic survival mechanism. This workshop explores what happens in our brain when we are in conflict and how our fight-flight-freeze response prevents us from having constructive conversations. Delegates will learn strategies to calm their brain to deal with conflict calmly and collaboratively.

### How to Exit the Conflict Blame Cycle

When in conflict, we tend to fall into victim mode and blame others for the conflict we are experiencing. This workshop uncovers the blame cycle, explores why we fall into this cycle, and looks at how we can exit it to have healthier conflict conversations and workplace relationships.



“This is an excellent course. The pace, content and knowledge of the trainers was spot-on, making it the most enjoyable, challenging and relevant course I've been on.”

**Head of HR Operations  
Channel 4 Television**

### How to Listen Without Judgement in Conflict

We all make assumptions and judgments about other people when we are in conflict. This workshop explores why we do this and how our judgements get in the way of our ability to listen and understand other people's perspectives. The workshop also discusses how we can help others to listen to us.

### How to Introduce a Conflict Conversation

How we say things is often more important than what we say. This workshop analyses how to introduce a conflict conversation through planning, the use of non-confrontational language and choosing the right tone. Delegates will create their own effective introductions to conflict conversations using real-life examples.

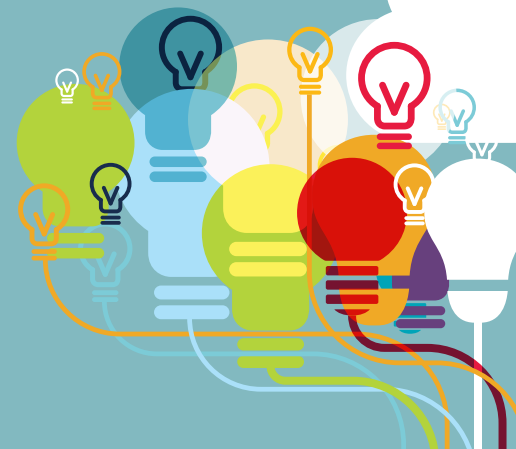
### How to Communicate More Effectively in Conflict

This workshop focuses on key elements that make a conflict conversation constructive, with a focus on the power of language, tone and mindset. Delegates will learn a 3-step process for communicating more effectively in conflict, based on recent research in this area.



“The best course I've been on.  
Expertly delivered by professionals  
I had real confidence in.”

**Sally Thornton  
Group Legal Manager, Bupa**



# Conflict Management Courses for Leaders & HR

These popular courses can be offered as half- or one-day programmes, in modular format or as part of a management development programme.

## Courageous Workplace Conversations

The ability to have courageous workplace conversations is a key leadership and HR skill. This course will provide delegates with Consensio's toolkit and practical 4-step process to manage these conversations with empathy, skill and confidence, whether people are working physically together or remotely.

## Conflict Management Skills for Leaders & HR

This intensive and practical introductory conflict management course is aimed at leaders and HR who want to learn practical skills to informally prevent, manage and resolve workplace conflict. The course delves into the physiology and psychology of conflict and covers key elements of effective conflict management.

## Preventing & Managing Conflict in Remote Teams

When working remotely, it is easier to miss the warning signs of conflict, making conflict likely to escalate and become formal. This course is designed for leaders who want to learn key strategies to prevent conflict in teams where people are not working physically together. Delegates will also learn how to informally address conflict when it arises.

*cult*  
**BEAUTY**

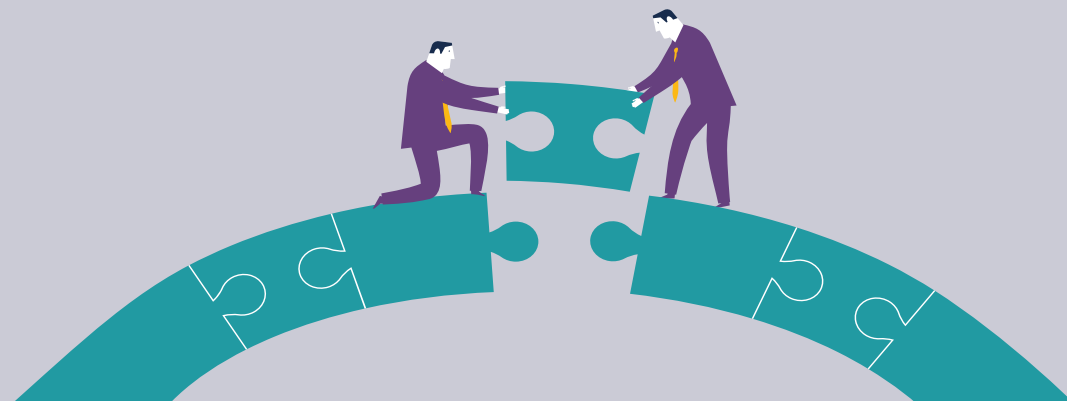
"A must course for anyone in a managerial position."

**Finance Director, Cult Beauty**

 **City of Westminster**

"I am not sure how Consensio do it, but the training stretches and develops your knowledge and confidence without making you feel at any time pressurised or uncomfortable. They give you an opportunity to learn and develop your skills – much as a good mediator will do."

**Senior Manager, Westminster City Council**



# Workplace Mediation Courses

## Accredited Workplace Mediation Certificate

Accredited by the *Open College Network (OCN)*, this is the benchmark course for in-house and consultant workplace mediators. Intensive, practical and experiential, this course will enable delegates to confidently mediate a wide range of workplace disputes. Using anonymised real-life examples encountered in our mediation work, delegates will practice their skills and receive individualised feedback in a safe role play environment. Delegates will receive a certificate from the OCN once they have passed their assessments.



Duration: 10 half-day sessions, delivered flexibly



## Effective Workplace Mediation Skills for HR & Managers

An *Institute of Leadership & Management (ILM) Development Programme*, this practical and experiential mediation skills course is aimed at HR professionals and managers who want to confidently address and facilitate conflict conversations at an early stage. Delegates will practice key mediation skills and explore effective conflict resolution techniques in a safe role play environment.



Duration: 4 half-day sessions, delivered flexibly



**SONY**

“Becoming a qualified Consensio Workplace Mediator was a life changing experience for me. This new skill set has helped in a number of work areas, not limited to mediation scenarios but also in my non-work life.”

**Head of Human Resources, UK & Ireland  
Sony Europe Limited**

## Introducing Mediation in Your Organisation

This course is for staff members who act in an advisory capacity, such as HR, union or employee reps, who wish to support parties in the informal resolution of conflict. It includes an overview of mediation, a mediation demonstration and information on how to support parties to make an informed decision about whether to attend mediation.



Duration: Half-day course



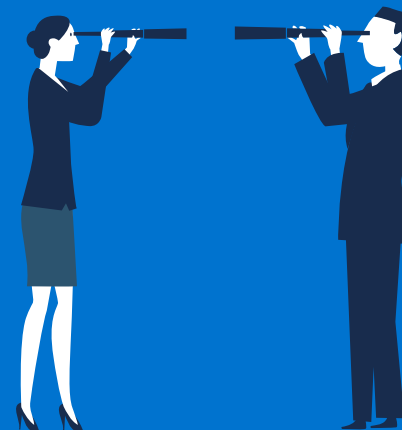
“This was an excellent course.  
I particularly liked the style of the  
trainers and how they worked together.”

**Learning and Development Manager, Cancer Research UK**



“Fantastic delivery, with adaptation  
to our needs on both an individual  
and group perspective.”

**Employee Relations Manager, Amex**



# Continuing Professional Development for Accredited Mediators

## Online Mediation for Accredited Workplace Mediators

This conversion course is aimed at trained accredited mediators who want to learn how to convert their face-to-face mediation practice to online mediation. The course covers top tips for online mediation, including the technical and logistical aspects of mediating virtually.



Duration: Half-day course



“Despite being an experienced mediator, I realised there were areas of my practice that needed to be polished, and this course helped me to identify areas where improvements and/or changes were required. I particularly enjoyed the format of the course and the professional manner in which the trainers responded to my needs and those of other delegates.”

**National Mediation Lead, Make UK**



“The facilitation of the workshop was extremely knowledgeable and very practical – not just text book stuff, but real life experience and examples. I really feel better equipped.”

**Director, Department of Traditional Knowledge  
& Global Challenges, WIPO, United Nations**

## Mediation Refresher Course

Trained accredited workplace mediators need to regularly refresh their skills to maintain their mediation practice. This course offers mediators an opportunity to increase their skill levels, keep on top of best practice and increase their confidence. Delegates will practice skills in a safe environment with individualised feedback from the trainer.



Duration: Half- and one-day course option

## Advanced Workplace Mediation Skills

Accredited by the *Open College Network (OCN)*, this course is designed for accredited workplace mediators who want to learn advanced techniques to deal with more complex mediation cases. Delegates will practice new skills in a supportive environment with individualised trainer feedback.



Duration: 4 half-day sessions, delivered flexibly

## Team Mediation Skills

On this practical and experiential course, accredited workplace mediators will learn how to resolve multi-party disputes. The course offers a framework to facilitate a variety of team conflicts, in small or large teams. Delegates will be involved in role play to practice team mediation skills and receive individualised feedback from the trainer.



Duration: 4 half-day sessions, delivered flexibly.



“This course was really useful in giving us valuable tips to set up an in-house mediation scheme. We now have a cost-effective, responsive and sustainable mediation service.”

**Programme Manager, NHS North West**

# Why Consensio?

At Consensio, we empower our clients to informally resolve workplace conflict and build resilient workplaces, enhancing the well-being of organisations and their people.

We offer support in all areas of conflict management, providing consultancy, leadership development, training, e-learning, coaching and mediation services.

This is why organisations such as **American Express, BBC, British Gas, Bupa, Cancer Research UK, Cult Beauty, Gatwick Airport, Independent Office for Police Conduct, Lloyd's of London, Nespresso, Net-A-Porter, NHS Trusts, Ogilvy, Rank Group, Sony, Standard Life Aberdeen, Unicef, University of Cambridge, Virgin Trains, Westminster City Council** and **WWF** choose Consensio.

The feedback we receive from our clients focuses on the quality of the services we deliver, the experience and passion we bring to our work, and the unparalleled standard of our service delivery.



"Great course and friendly environment where we all learned together. The skills I gained have been transferable to many aspects of my role."

**Team Manager, British Gas**



"Consensio was knowledgeable and flexible in its course delivery. Their support included helping us scope our internal policy, documentation and processes. It's great to work with people that are experts in their field, genuinely nice people who are prepared to help in any way that they can."

**Head of Learning and Development  
The Rank Group PLC**



"A great way to grow and challenge yourself and develop new skills in a safe learning space."

**Senior HR Specialist EMEA  
S&P Global**



"This course will change your life!"

**Partner and Employee Advisory Specialist  
DLA Piper**

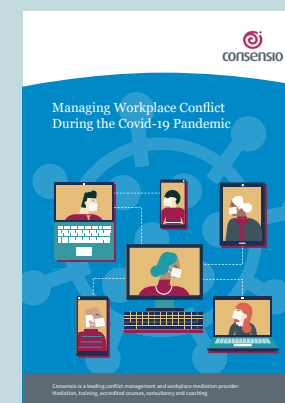
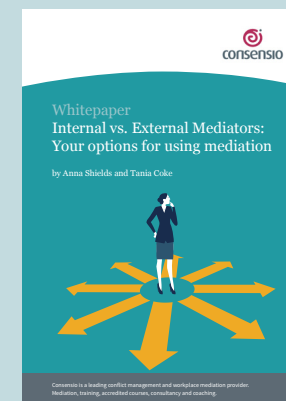
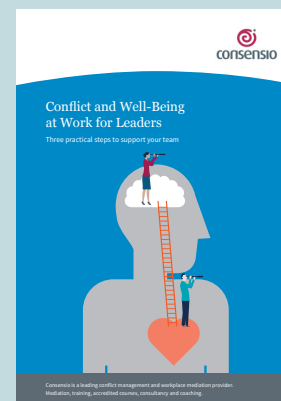
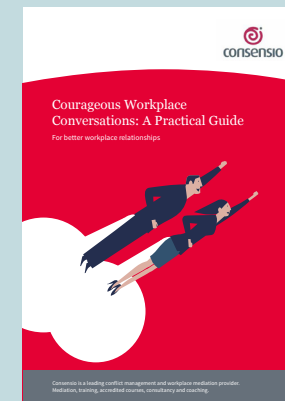
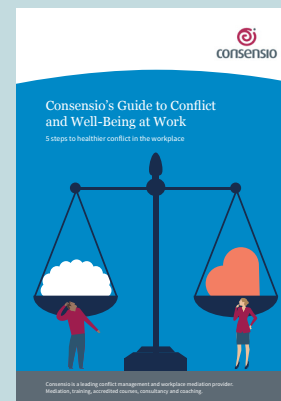
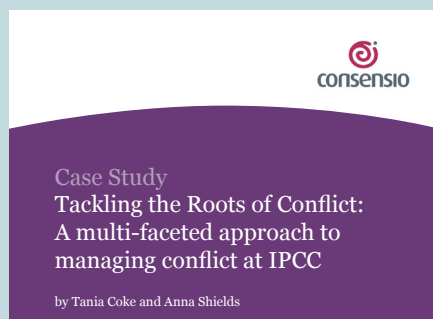
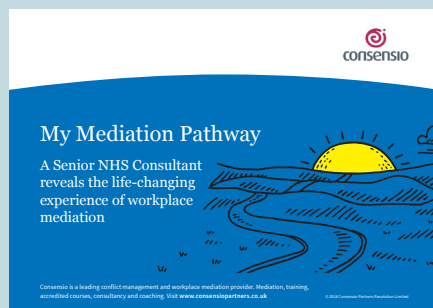


"I have attended a number of mediation seminars, but this has been the most sharply focused and professional. Thank you."

**Employment Law Specialist  
Kingston University**

# Consensio Thought Leadership

We have published a range of helpful guides, factsheets, case studies and white papers to benefit workplaces and increase employee well-being. All are available to download free from our website or by contacting us on 020 7831 0254.



For further information or enquiries, please contact Consensio:

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