consensio

Training Guide 2026

Training Courses on Conflict Management, Conflict Resilience & Mediation



Consensio is a leading conflict management and workplace mediation provider.
Mediation, training, accredited courses, consultancy and coaching.





Welcome

Welcome to Consensio's training guide. Whether you're looking to take a more strategic and proactive approach to conflict in your organisation, or you want to upskill line managers or leaders, train specialist conflict coaches or accredited mediators, we have a course for you.

From short workshops to longer skills-based programmes, online or in-person, our courses will be tailored to suit your organisation's specific needs and culture. From our 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, Direct Line, 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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Strategic Conflict Management Courses

Decrease Grievances and Change Your Organisation's Conflict Culture

This workshop is designed for HR and leaders who want to transform their organisational approach to conflict. Delegates will learn how a healthy conflict culture reduces grievances and builds stronger relationships across their organisation. The workshop includes how to build a business case for informal resolution mechanisms, and how to cost-effectively upskill managers and staff.

Duration: 1.5 hours

Proactive Strategies for Embedding Informal Conflict Resolution

This workshop is designed for HR and leaders who want to learn how to embed informal conflict resolution into their organisations. The workshop will cover the elements of informal and proactive conflict management, how to implement a conflict resolution pathway, and support employees experiencing conflict to take early action.

Duration: 1.5 hours

Rank Group

"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



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Bite-Size Conflict Workshops "How to..." Series

Consensio's "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 judgements 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 Have Workplace Conflict Conversations

The hybrid workplace poses particular challenges when it comes to resolving conflict, including missing the warning signs of conflict or avoiding conflict convesations all together. This workshop looks at some of the challenges of a flexible workplace, and explores some of the key skills needed to have collaborative conflict conversations.

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

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Conflict Management Courses for Leaders & HR

These popular courses can be offered 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.

Duration: Half- and 1-day course options

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 manage and resolve workplace conflict. The course delves into the physiology and psychology of conflict and covers key elements of effective conflict management.

Duration: Modular, half- and 1-day course options

Conflict Coaching Skills

Conflict coaching is a dynamic intervention that combines dispute resolution and coaching techniques. Conflict coaches support coachees to forecast, manage and resolve challenging workplace situations. This course focuses on the principles and skills of conflict coaching, and provides delegates with the practical tools, self-awareness and confidence to manage conflict coaching conversations safely and effectively.

Duration: 2 full days or 4 half-day sessions

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

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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 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: 5 full days or 10 half-day sessions

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: 2 full days or 4 half-day sessions

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

NHS North West

"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



British Gas

"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

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Continuing Professional Development for Accredited Mediators

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 1-day course options

CANCER RESEARCH UK

"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

WIPO WORLD INTELLECTUAL PROPERTY ORGANIZATION

"The facilitator of the workshop was extremely knowledgeable and very practical - we learned not just textbook stuff, but real life experiences and examples. I really feel better equipped."

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

Accredited Mediator Supervision Course

Supervision provides a safe space for mediators to reflect on their practice, strengthen their skills, and build confidence. Accredited by the *Open College Network (OCN)*, this course is ideal for organisations with an in-house mediation service who want to take the next step in ensuring a quality workplace mediation scheme, or for accredited workplace mediators who want to work as supervisors either in-house or as a consultant.

Duration: 2 days plus assessment

ocn LONDON REGION

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: 2 full days or 4 half-day sessions

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: 2 full days or 4 half-day sessions

MAKE uk The Manufacturers' Organisation

"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

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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.

Ogilvy

"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

S&P Global

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

Senior HR Specialist EMEA
S&P Global

Kingston University London

"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

DLA PIPER

"This course will change your life!"

Partner and Employee Advisory Specialist
DLA Piper



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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. Available for free by contacting us on 020 7831 0254.



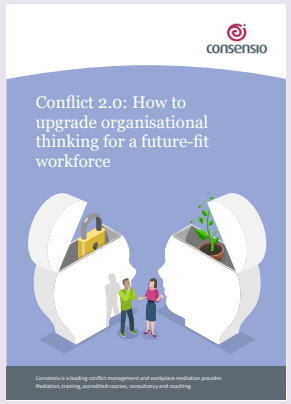




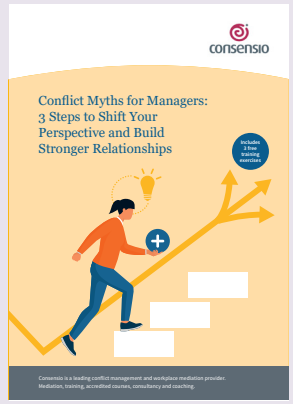


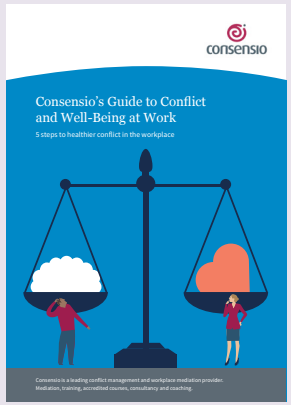




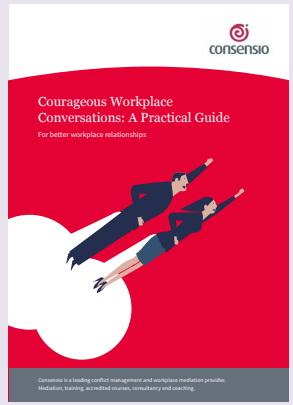


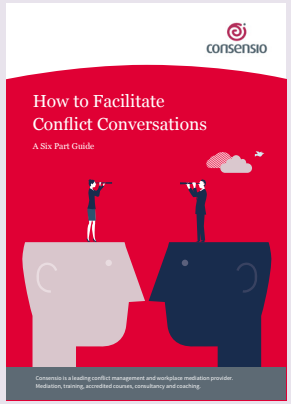


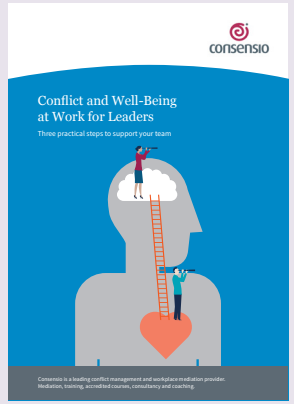














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For further information or enquiries, please contact Consensio:

Telephone

020 7831 0254

Email

info@consensiopartners.co.uk

Visit

www.consensiopartners.co.uk

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