



Employee Dispute Resolution: By Peer Mediation

Select Your Learning Style

Facilitator-led 1 Day Program (Classroom)

OR

eLearning format (Self-paced)

Please refer to Pricing Page for cost per participant

Have you ever been in a workplace situation where a supervisor has made a decision that you didn't agree with? Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing? The peer review process offers employees just that chance, using a formalized procedure to ask, consider, and resolve just these sorts of questions. This program will teach you everything you need to know about employee dispute resolution through mediation.

What Will Participants Learn?

- ✓ What the peer review process is
- ✓ A process for employees to file grievances and for management to respond
- ✓ How to choose a facilitator and panel
- ✓ What is involved in the hearing process, from preliminary meetings to the hearing, and the decision process
- ✓ What responsibilities and powers a panel should have
- ✓ How to apply professional questioning and probing techniques
- ✓ Why peer review panels fail and how to avoid those pitfalls

What Topics are Covered?

- ✓ What is peer review?
- ✓ Initiating the process
- ✓ The peer review panel
- ✓ Asking questions
- ✓ The peer review process
- ✓ Panel walk through
- ✓ Why does the process fail?

What's Included in Your Learning Style?

- ✓ Self-paced eLearning OR
- ✓ Interactive class environment – Facilitator-Led
- ✓ Specialized course materials and resources
- ✓ Personalized certificate of completion

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