

Employee Dispute Resolution: Mediation through Peer Review

Trainers who regularly teach conflict resolution or meditation will immediately recognize the value in the materials included in this introductory one-day training course. Employees looking to develop a formalized procedure where they can comfortably ask important questions and challenge old ways of thinking will find great value in *Employee Dispute Resolution*.

Participants will learn: employee dispute resolution; meditation skills; what an effective peer review consists of; how to select a facilitator or panel, and what responsibilities are allocated to each; sophisticated communication skills, including questioning and probing techniques; and the valuable particulars of the hearing process, from inception to decision.

Course outline

Session One: Course Overview

Session Two: What is Peer Review?

Session Three: Initiating the Process

The First Three Stages

Making Connections

Session Four: The Peer Review Panel

Choosing a Facilitator

Choosing the Panel

Making Connections

The Panel's Contract

The Panel's Role and Responsibilities

Session Five: Asking Questions

Asking Good Questions

Pushing My Buttons

Session Six: The Peer Review Process

Preparing for the Hearing

The Hearing

Making the Decision

Session Seven: Panel Walk Through

Preparation

Panel Presentation

Session Eight: Why Does the Process Fail?

Recommended Reading List

Post-Course Assessment

Pre- and Post-Assessment Answer Keys

Personal Action Plan