



**Resolute Mediation & Arbitration, Inc. (RM&A Inc.)**  
**Online Interactive Learning (OIL) Program**  
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**"Mediation Essentials to Workplace Dispute Resolution"**

**Presenter: Natalie Smith**

**2.4 CME General, including 1CME Diversity**

In this session presenter discusses how the fundamentals of mediation can be applied to the conflicts that occur in most workplaces. She reviews ideas, tools and techniques that when utilized, allow for successful conflict management. She also discusses how to address difficult people and varying cultural differences in the context of workplace disputes.

**Outline:**

- Conflict Defined + Driving Forces
- Mediation Defined (Role of Mediator, Mediation Components, Possible Outcome)
- Managing Workplace Conflict
- Dealing with Difficult People
- Cultural Considerations
- Conclusion - bringing it all together

**Learning Outcomes:**

1. Attendees will have an understanding mediation principles and how beneficial it is
2. Attendees will be able to recognize the components of a conflict situation and be able to understand the various facets
3. Attendees will be given tools and techniques to resolve disputes in the workplace
4. Attendees will know what to do when faced with someone who is being difficult and / or hard to work with
5. Attendees will have the ability to take into account cultural considerations when mediating or facing a conflict in any situation.