

Course Outline

PRIMEXL

Excelling People. Excelling Organisations.

Dispute Mediation

Our Vision

At PRIMEXL we aim to be the partner of choice in the creation of better organisations and better lives.

Our Values

We value:

- **Meaningful relationships**
- **Premium quality services**
- **Innovation** – we are always looking for ways to add more value to our clients
- **Accountability for our performance**

This workshop will provide a range of strategies and techniques for management and supervisory personnel to use when assisting people in dispute(s) to systematically isolate the issues in conflict, consider options for resolution and reach an agreement that accommodates the needs of all involved.

Examples used in this workshop include complaints by one staff member against another relating to perceived inappropriate or unacceptable behaviour and general grievances.

This workshop also covers workplace conflict, which could involve allegations of bullying, harassment or racism. The aim of the course is to enhance skills of negotiating agreements as an independent third party and establishing outcomes acceptable to all parties involved.

For more information about our suite of solutions, please contact:

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