



# MDU



## Managing conflict with colleagues course programme

### This is a virtual course

**Speakers** Oscar Mathew – Director, Mediator & trainer, Medical Mediation Foundation  
Dr Esse Menson – Trainer, Medical Mediation Foundation  
Dr Oliver Lord – MDU medico-legal adviser

### Course content

09:00 Introductions

09:30 The impact of conflict in the workplace

10:00 Conflict in healthcare

#### **10:20 Break**

10:40 Kraybill: What is my conflict style?

11:00 Kraybill conflict scenarios exercise

11:20 Resolving conflict – The Harvard Approach

11:50 Top tips for resolving conflict

#### **12:00 Lunch**

13:00 The mediator's listening skills toolkit (including exercise)

13:30 Effective influencing, communication styles, and the Contribution Model

14:55 A framework for a difficult conversation (including exercise)

#### **15:15 Break**

15:30 Skills practice exercise – opening the conversation, feedback

16:00 Round up, final thoughts and feedback

#### **16:30 Close**