Security & Law Enforcement · SL159

Peer Mediation for Law Enforcement Organizations

Kuala Lumpur · 14 - 18 Dec 2026

Date	Venue	Duration
14 - 18 Dec 2026	**Kuala Lumpur**	**1 Week**
Fee	**Ref**	**Language**
£5,000 GBP	**SL159**	**English**

Introduction

This peer mediation training course for police organizations prepares participants to act as workplace peer mediators, resolving conflicts, complaints, and other workplace disputes. A typical executive or manager can spend up to 30-40% of their time in conflict. Senior executives say they spend up to 20% of their time on legal matters, such as harassment and dismissal. This provides participants with a thorough understanding of the mediation, methods, and practices used in their coworkers' workplaces.

Mediation is generally defined as an acceptable third-party intervention in negotiations or disputes with limited decision-making power, assisting the parties involved in voluntarily reaching a mutually acceptable solution to a problem in conflict. To do. Mediation can establish, strengthen, or terminate relationships between parties in a way that minimizes psychological damage, in addition to addressing critical issues. Mediation is essentially a dialogue or negotiation in which a third party is involved.

This training course will highlight:

- HRM system, method, and service best practices
- Learning, Training, and Career Development in a Law Enforcement Organization
- Employee compensation and how it affects employee performance
- The importance of two-way resourcing and recruitment for Police in both the Civilian and Uniformed workforce
- Performance Management in a Police Environment

Course Objectives of Peer Mediation for Police Organizations

By the end of this training course, the participants will be able to:

- Effective mediation model in a Police Organization workplace
- Developing skills for mediation practice that is suitable for workplace conflict
- Basics of reaching and formalizing mediation agreements

- Be aware of one’s own abilities and limitations in conducting workplace mediation sessions
- Develop an ethical framework for the practice of workplace mediation

Course Methodology of Peer Mediation for Police Organizations

This Oxford training course uses various proven learning techniques to maximize, understand, and retain the information presented. Includes compelling presentations to support each theme and a trainer-led interactive discussion panel.

There are also hands-on sessions where participants can practice and experience course-related activities. Facilitate learning with realistic and fun role-plays, short video presentations, small group work, exercises, and feedback.

The impact on the organization in attending this Oxford training course is reflective, including:

- Effective communication for solving workplace conflict events.
- Collaborative conflict solving by reframing the situations.
- Help teams and groups to reach consensus.
- when and how mediation is appropriate.
- Understand the positive and negative aspects of workplace conflict
- Staff with valuable and transferable skills in mediation

Personal Impact of Peer Mediation on Police Organizations

By attending this exciting Oxford training course, you will develop practical, transferable skills in:

- Workplace peer mediation
- Conflict resolution and management
- The core practices of workplace mediation
- Co-mediation methods
- Interpersonal communication
- Gain valuable and transferable skills in mediation

Target Audience of Peer Mediation for Police Organizations

This training course is a suitably wide range of professionals but will significantly benefit:

- Managers and Leaders
- Officers and non-officers
- Internal welfare or support staff
- Human Resources (HR) Staff at all levels
- Any manager needing to deal with workplace conflict
- Any staff member (Uniformed or Non-Uniformed) who wished to become a peer mediator in their organization

Course Outline of Peer Mediation for Police Organizations

DAY 1

Introduction to Workplace Peer Mediation

- Workplace Mediation Framework
- The 6-Stage Mediation Process
- Suitable for Mediation
- Stage 1: Pre-Mediation
- Controlling the Process

DAY 2

Mediation Impartiality & Communication

- Remaining Impartial
- Communication Skills for Mediation
- Active Listening Skills
- Room & Furniture Setup
- Stage 1: Pre-Mediation

DAY 3

Peer Mediation Process & Reframing

- Guidelines for Mediation
- Overview of Stages 2 - 4
- Reframing Methods
- Using Reframing in Peer Mediation
- Blockages - Moving Disputants' Forwards

DAY 4

Negotiation, Needs & Positions, Brainstorming

- Elements of Negotiation
- Negotiation Techniques
- Improving Communication between Parties
- Needs and Positions
- Brainstorming Techniques

DAY 5

Your Toolbox, Bullying & Harassment & Ethics

- Stage 6 - Reaching Agreement
- Toolbox Tips
- Bullying & Harassment
- Ethics in Mediation
- Ongoing Professional Development
- Personal Action Planning

Register or ask about this course online

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training@hplustraining.com · +44 74 0108 8599 · +90 539 827 59 14