

# Employee Dispute Resolution: Mediation Through Peer Review

Have you ever been in a workplace situation where a supervisor has made a decision that you didn't agree with? Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing? The peer review process offers employees just that chance, using a formalized procedure to ask, consider, and resolve just these sorts of questions. This one-day workshop will teach you everything you need to know about employee dispute resolution through mediation.

## What Will Students Learn?

- ✓ What the peer review process is
- ✓ A process for employees to file grievances and for management to respond
- ✓ How to choose a facilitator and panel
- ✓ What is involved in the hearing process, from preliminary meetings to the hearing, and the decision process
- ✓ What responsibilities and powers a panel should have
- ✓ How to apply professional questioning and probing techniques
- ✓ Why peer review panels fail and how to avoid those pitfalls

## What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes

## What Topics are Covered?

- ✓ What is peer review?
- ✓ Initiating the process
- ✓ The peer review panel
- ✓ Asking questions
- ✓ The peer review process
- ✓ Panel walk through
- ✓ Why does the process fail?

- ✓ Specialized manual and course materials
- ✓ Personalized certificate of completion