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Quabbin Mediation is a community leader in negotiation, facilitation, communication and mediation training. Below is a menu of trainings offered. Trainings range from 2-hour seminars to full 35-hour professional mediation training. The needs of diverse learners are met through a variety of learning techniques including focused reflection, small group discussions and role-playing. To schedule a consultation for your training needs, please contact us.

Positive and Powerful Communication

The ability of a team to communicate effectively and positively is at the forefront of that team's success. Having the rubrics and concrete steps for that communication is critical. When the teams' members have that skill set, mission success is increased. Positive and Powerful Communication is customized to meet the needs of each client. It provides the context and practice necessary to master these skills, including:

- The essentials of being an effective listener and speaker
- Understanding the roadblocks to resolving conflicts between team members
- Utilizing questions in a way that drives progress
- Finding ways to create solution driven discussion

Preparing for and Conducting an Effective Negotiation

This 2-4 hour training focuses on the difficult work of advocating for yourself and respecting the needs of others in a negotiation. When all parties arrive at a negotiation table intending to find a mutual best outcome, rather than to "win" with no regard for the other, the result is more likely to be satisfactory to all, and the process is likely to be easier as well. In this training, participants will practice identifying ideal resolutions as well as agreeable alternatives, and self-advocacy as well as active listening.

- Participants work with real-life situations to explore the process of listening in order to gather information and develop trust.
- They utilize a learned set of skills that will generate movement and transform a stagnant process in to one that reaches a positive outcome.
- Participants examine the consequences of failure to reach a negotiated agreement, how to cope with failure and unmet needs.

Conflict Analysis

When a conflict erupts, strong emotion can blur or conceal perspective. In this training, participants will learn how to identify the root cause of a conflict and understand the contributing factors. This understanding, along with an acknowledgement of the emotions involved, are key to moving all parties toward a workable and acceptable solution.

- Participants examine sources of conflict.
- They identify the role each of those sources plays in the experiences of the parties.
- They learn how and why to address all sources of conflict to reach a lasting solution.
- Participants examine case studies, and analyze the cause of the conflict as the first and most critical step in moving toward a resolution.

Inquiry

Asking questions is critical to finding out information. Questions can also set the tone for an open, non-judgmental conversation that leads to dialogue. These techniques allow participants to generate open-ended questions that leave the door open for answers, and new ideas that expand the possibilities for a solution.

- Participants in this training learn to frame questions by examining their own bias, holding empathy for the other party, and considering the other party.
- They will learn that open-ended questions can do more than just resolving doubt or augmenting knowledge, but also solve problems by opening a path to shared understanding.
- Participants will workshop interviews based on real situations to gain practical experience in crafting questions that communicate empathy, develop trust, and widen discussion.

Solution-driven dialogue

Solving a problem, resolving a conflict, and reaching an agreement all require will, creativity, and some amount of risk-taking. Those involved in a dialogue must start by finding common ground to reach those goals. This training starts with the presumption that seeking resolution is in the best interest of both parties involved in a conflict. Working in small groups and then with role-play partners, participants will practice the hard work of finding creative solutions to seemingly intractable conflicts—which can be translated to other work or family settings.

- Participants will learn the steps to finding common ground, as well as how to use it as a building block for potential solutions.
- Participants will be trained to pay special attention to the fact that developing common ground often seems counter-intuitive to parties involved in a conflict.
- Participants will develop techniques for getting input and establishing buy-in from all parties, both of which are necessary for a positive outcome.

Balanced Engagement

This training will help participants engage fully and effectively in conversations with people who are in an elevated emotional state. Questions this training will address include: Why do situations escalate? When faced with accusations, how do we react evenly? When an individual takes an intractable position, how do we move forward? Maintaining composure in the face of escalated emotions and challenging situations can be crucial, yet seemingly impossible.

- This training equips participants with de-escalation techniques.
- It trains participants in how to reflect and validate emotions expressed by others.
- Participants learn to be effective and composed when discussing difficult situations with people who are in a difficult place.

Meeting Facilitation

Running an effective meeting is more than having a meeting time and an agenda. This training covers:

- Participants learn skills for gathering the right meeting participants.
- Participants learn how to ensure that the needs of the group are being met.
- How to facilitate an effective discussion will be addressed.