



Mediation for HR Professionals

A six-day training program for HR professionals

Challenging conversations, dealing with emotions, resistance, and negotiation

As an HR professional, you fulfill various roles. You are an advisor to management, an informal and/or formal confidant, a negotiator, and in many cases, also a mediator.

A true professional multitasker. For each of these roles, you need specific skills. These skills largely overlap with those of a mediator. That is why we have developed a 6-day training program specifically for the HR community: Mediation for HR Professionals.

The dilemmas of an HR professional

As an HR professional, there is a good chance that you regularly deal with difficult conversations, conflicting interests, disputes, and even escalations. These situations can confront you with challenging dilemmas. For example, it can sometimes be difficult to determine which role you have or should take on, and you may often find a role being imposed on you. Ideally, you would have the time to get a full overview of the playing field and make a well-considered decision. But that time is often lacking. And then, you are left with no choice but to act based on intuition. Nothing wrong with that, because it usually turns out fine. Right?

But what does “fine” really mean? Is it about achieving a good outcome? Or does “fine” also mean a good process, in which you have taken on the right role?

Just a few questions that might arise when evaluating the process, whether for yourself or in general: Could I have anticipated or assessed things better? What alternatives did I consider, and what guided my choices? What could I have done differently, and how might that have played out?

At the ADR Institute, we understand that the dilemmas you face are also experienced by other HR professionals. We can learn a lot from each other in how we handle these dilemmas. During the Mediation for HR Professionals training, we aim to explore why your dilemmas present a challenge. The answers often lie in what you know (knowledge), what you can do (skills), and how you apply those skills (attitude). All of these elements are addressed during the training, resulting in substantial professional growth in just 6 days.

Program

The Mediation for HR Professionals program consists of six days, divided into three modules of two consecutive days.

Module 1: HR Professional - skills and attitude

This first module focuses on effectively applying mediation skills. Starting with explanation and transitioning into lots of practice, so you really internalize these skills.

For example: You are likely familiar with the acronym LSD (Listen, Summarize, Dig deeper). Many people use this as a trick, rendering it ineffective. In this module, we begin by asking: how do you listen; judgmentally or with genuine curiosity? The answer makes a big difference in the effectiveness of a conversation. And summarizing: is it just about content? Or are you also able to reflect emotion and accurately return the underlying message (what is unsaid, but present)? Finally, dig deeper: that too is a skill in itself. How do you ask questions in a way that fosters connection, without it feeling like an interrogation? And which type of questions are effective at which moments?

Module 2: Dealing with resistance and negotiation

During the program, we use many real-world situations, personal input, and case studies. In the second module, we focus on the challenges you face in practice.

From previous courses, we know that dealing with “difficult” behavior in various forms is a core dilemma for HR professionals. This often manifests in conversations as stubbornness or rigidity: digging in and holding onto a fixed position.

That is why day one of this module focuses on dealing with resistance. We cover theory and practice a range of skills.

On day two, we focus on the Harvard Negotiation Model: negotiating based on interests rather than positions (which is what most of us do). That is easy to say, but even when you know, understand, and truly grasp the model, applying it is an art. And we will work on mastering that art.

Module 3: Your daily practice

In the third module, everything comes together.

The first two modules are already very practice-oriented, but this module takes it a step further. You will work on case studies from your own professional context.



What others say



Wendy Buijs
HR-advisor at KLM

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“In my work, I often deal with cases involving employees and managers. I support managers and regularly join conversations in a facilitative or coaching role. Sometimes I even take on a mediating role. Often, a conflict is already present, or at least the positions are entrenched. At a certain point, I realized I needed more structure and guidance to properly facilitate these conversations. How do you get people to shift gears again? How do you help someone change their position? That is when I started looking for a training program that matched this need. Already on the first day, I kept thinking: ‘Yes, this is exactly what I was looking for.’ The training aligned perfectly with my questions, especially because so many practical examples were discussed. In my own practice, I now notice that conversations open up more. People shift more quickly from a ‘no’ to a ‘maybe’. That opens the door to solutions. I would therefore recommend this training to all HR professionals who deal with this kind of casework.”

“As an HR professional, you are employed by the organization and therefore can never be 100% independent during a conversation. For many HR professionals, it is a challenge to find the right position in such situations. This training provides practical tools to navigate this. The material is extremely well aligned with the HR practice. Additionally, you are given tools and skills that you can immediately apply in your daily work. And because there is also space to try out different conversation techniques, it does not remain purely theoretical. By practicing, you learn which techniques work well for you. It also helps that various trainers are involved in the course, all of whom come from the field and have developed their own approach based on shared foundations. That makes it both enjoyable and highly instructive.”



Lotte Vuylsteke
HR Manager at Köster
Advocaten



Foelien Iedema
HR Advisor at Oosterhof
Holman

“During the conversations I have, I sometimes encounter resistance, and I noticed that I wanted to learn how to handle this more effectively. That is why I started looking for a training program that would teach me not to avoid resistance. I wanted to be able to address and understand the resistance, so I could steer the conversation in the right direction. I chose the training offered by the ADR Institute because it was specifically developed for HR professionals. Topics such as conducting difficult conversations between managers and employees, and dealing with emotions and resistance were covered. An additional benefit was that I was sitting at the table with other HR professionals. I found a lot of recognition in their experiences, and I learned from that.”

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Practical Information

Start dates

See current dates at:
mediationvoorhr.nl

Location

Amsterdam

Duration & time

The training program consists of a total of 6 days, divided into 3 blocks of 2 consecutive days. Training days start at 9:30 a.m. and end at 5:00 p.m.

Cost

€3.250,-

Includes coffee/tea, lunches, hand-outs

VAT-exempt

Study materials

You will receive materials and a recommended reading list at the start.

Group size

Each group consists of a maximum of 16 participants, primarily working as HR professionals. The foundation of the training program is based on case studies and simulation exercises. Skills training also forms an important component. For personal guidance, two experienced trainers are present when the group is full.

Trainers

The ADR Institute collaborates with experienced trainers and mediators; they work in the corporate sector, the legal profession, or in organizational consultancy and coaching roles. More information about our trainers can be found at: adrinstituut.nl/over-adr/docenten



Register

Via mediationvoorhr.nl

About the ADR Institute

The ADR Institute is a leading training institute for Mediation, Appropriate Dispute Resolution (ADR), and Harvard Negotiation. Our courses and training programs stand out through the unique combination of theory, real-life situations, personal input, and case studies. This blend provides our participants with a significant advantage in their daily work. Additionally, participants often report that the skills and techniques learned are also highly valuable in their personal lives.

The ADR Institute provides education and training for legal professionals, government institutions, HR professionals, banking, insurance, and healthcare organizations, as well as the corporate sector. We also offer incompany training and consultancy services.

Recognised training institute

The ADR Institute is recognised by the Mediators Federation of the Netherlands (MfN), the Netherlands Bar Association (NOvA), the Royal Dutch Association of Civil-law Notaries (KNB), the Dutch Association of Labour Mediators (VAN), and the Dutch Council for Training and Education (NRTO). Our programs are accredited by all of the abovementioned organisations and are regularly audited.

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