The Value of Resolving Disputes

equipping students and staff, including managers with key workplace and life skills

Tuesday 10 November 2009
10.30am - 3.30pm

West Park Conference Centre
Perth Road • Dundee

This conference takes place during Scottish Mediation Week 9-13 November 2009
Aims of the conference

- To explore and highlight the potential benefits of a variety of appropriate forms of conflict management tools, including mediation, for students and staff
- To share existing dispute resolution practice in the college and university sectors
- To provide an opportunity to help shape the debate on these matters within the sectors

Target Audience

- Members of Governing Bodies
- Student Support Officers
- Managers
- HR Officers, including Staff Developers
- Trade Unions Representatives
- Student Union Representatives
- Legal Representatives

Topics will include

- Why does early dispute resolution matter?
- What options are available?
- How do you develop and implement an initiative that is right for your institution?
- How do you identify training needs for all those involved?

Keynote speakers to be announced with workshop sessions throughout the day. Each workshop will be led by an experienced facilitator in the dispute resolution field to highlight and explore areas of debate which may be relevant to your institution such as

- How to have a difficult conversation at work and study and defuse tensions before they become acute: the Dundee edr model and experience to date
- From academic to manager-can dispute resolution skills help?
- Representation for staff and the role of unions in dispute resolution
- Student Peer mediation and skills dissemination-what are the approaches?
- Dispute resolution and the employment aspects
- Graduate skills and academic provision-is this the next step?

For more information, contact:
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