



## DIY Mediation: The Conflict Resolution Toolkit for HR

*By Marc Reid*

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### **DIY Mediation: The Conflict Resolution Toolkit for HR** By Marc Reid

“If every HR professional were to read this book and apply what they learnt I’d be out of a job – and I’d be happy. Why? Because workplace conflict would no longer be damaging businesses or harming people.” This was the motivation for Marc, a professional mediator, in writing this book – to create a practical conflict resolution toolkit for HR. DIY Mediation gives you the necessary skills and framework to use a mediation style approach to nip low level workplace conflict in the bud. This book covers: The Issue. The critical knowledge needed to understand conflict - what it is, why it matters and how to recognise it. The Skills. The four key skills to apply when using DIY Mediation supported by straightforward, practical tools. The Process. The AGREE framework, a simplified step by step mediation model you can follow to intervene quickly and effectively. Marc’s 25 years corporate management and HR experience and successful mediation track record combine in this book to create essential know-how for every HR professional. In top HR Director Martha Desmond’s words this book is a “valuable resource which I will keep in my office library to be consulted on a frequent basis”.

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#### **About the Author**

Marc is an experienced accredited mediator and trainer. Marc combines workplace mediation expertise and knowledge with 25 years experience in senior corporate commercial, HR and general management roles. He has successfully trained hundreds of people to use the DIY Mediation approach.

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