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COURSE BROCHURE

Alternative Dispute Resolution for Managers and HR Training Course

3 – 7 May 2027
Rome

Alternative Dispute Resolution for Managers and HR Training Course

Ref: 1838_67553 **Date:** 3 – 7 May 2027 **Location:** Rome **Fees:** 6200 GBP

Alternative Dispute Resolution for Managers and HR is a 1-week training course for line managers, HR business partners and contract leads who must settle grievances and supplier disagreements before they reach a tribunal or court, and who leave with a Dispute Pathway Plan. Unresolved conflict drains productivity, damages trust and turns minor complaints into costly claims. Jupiter Prime Training delivers this course on alternative dispute resolution for managers and HR.

Why Alternative Dispute Resolution for Managers and HR Matters Now

Hybrid working, flatter structures and longer supply chains have multiplied the points where people and partners can fall out. An organisation that resolves disagreements early keeps relationships intact, protects confidential information and frees senior time; one that lets them escalate faces formal claims, attrition and reputational harm. The course rests on interest-based negotiation, the facilitative and evaluative models of mediation, and the escalation ladder that runs from conversation through expert determination and adjudication to arbitration.

Who Gains Most from Alternative Dispute Resolution for Managers and HR

- People who handle employee grievances and appeals
- People who advise managers on employee relations
- People who administer supplier agreements and dispute clauses
- People who chair internal panels or hearings
- People who design workplace conflict policies

An HR team attending alongside the line managers and contract administrators it supports gains most, because it can agree one shared escalation route.

Alternative Dispute Resolution for Managers and HR Capabilities

Participants move from reacting to complaints towards choosing a fitting resolution route, running it fairly and recording a durable settlement.

- Assess a disagreement's stakes, parties and urgency — choosing between informal talks, mediation or a binding route
- Apply interest-based negotiation to separate positions from underlying needs — line managers and suppliers
- Facilitate a structured joint meeting — employees in conflict and their colleagues
- Prepare a concise case file and chronology — HR advisers, legal counsel and adjudicators
- Draft clear settlement terms with actions, owners and review points — both parties and senior sponsors
- Design an internal escalation ladder with referral triggers — HR leadership and policy owners

Key Alternative Dispute Resolution for Managers and HR Terms

- Alternative dispute resolution — any method of settling a disagreement outside court, such as negotiation, mediation, adjudication or arbitration.
- Interest-based negotiation — bargaining that explores the needs behind each side's stated demands to find options both can accept.
- Facilitative mediation — a process where a neutral helps parties reach their own agreement without offering a view on the merits.
- Adjudication — a fast decision by an independent adjudicator, binding for the time being.
- Arbitration — a private process in which an arbitrator or panel hears evidence and issues an award the parties have agreed to accept.
- BATNA — best alternative to a negotiated agreement; the course of action a party takes if talks fail.

Alternative Dispute Resolution for Managers and HR Day by Day

Day 1: The Anatomy of Workplace and Commercial Conflict

- Conflict Escalation Stages — When a Manager Should Step In
- Sources of Grievance in Hybrid Teams — Root Cause Before Remedy
- Dispute Clauses in Supplier Agreements — Obligations Triggered by a Claim
- Cost of Conflict Estimate — Case for Early Intervention
- Escalation Ladder Overview — Matching Each Dispute to a Route

Day 2: Negotiating Settlements Through Interests

- Positions Versus Interests Mapping — Uncovering What Each Party Needs
- BATNA and Walk-Away Points — Knowing When to Settle
- Option Generation Techniques — Widening the Range of Outcomes
- Objective Criteria and Precedent — Defending a Fair Offer
- Difficult Conversation Scripts — Opening Talks With an Upset Employee

Day 3: Running a Mediation Meeting

- Facilitative and Evaluative Mediation Models — Choosing the Neutral's Role
- Pre-Mediation Caucus Interviews — Readiness and Safety of Each Party
- Joint Session Ground Rules — Keeping Exchanges Respectful and Focused
- Reframing and Active Listening — Defusing Accusations in the Room
- Impasse-Breaking Moves — Reality Testing and Shuttle Diplomacy

Day 4: Binding Routes and Case Preparation

- Expert Determination and Adjudication — Speed Versus Finality Trade-Offs
- Arbitration Agreements and Seat Selection — Enforceability of the Outcome
- Case File and Chronology — Evidence a Decision-Maker Will Weigh
- Witness Statements From Managers — Accuracy, Tone and Consistency
- Referral Criteria to Legal Counsel — When Internal Routes End

Day 5: Practising the Dispute Pathway Plan

- Grievance Role Play Using Interest Mapping — Testing Day 2 Methods
- Supplier Claim Simulation With Adjudication — Applying Day 4 Choices
- Mediated Joint Session Rehearsal — Applying Day 3 Facilitation Skills
- Settlement Agreement Drafting — Actions, Owners and Review Points
- Dispute Pathway Plan — Unit Escalation Ladder and Referral Triggers

Applying Alternative Dispute Resolution for Managers and HR After the Course

- Map the open grievances and supplier disagreements in the unit onto the escalation ladder.
- Run one facilitated joint meeting using the caucus and ground-rule method, then record the settlement terms and a review date.

Alternative Dispute Resolution for Managers and HR Questions FAQ

What is alternative dispute resolution for managers and HR, and why does it matter now?

It is the set of methods managers and HR use to settle disagreements without litigation. With hybrid teams and longer supply chains creating more friction, early resolution protects relationships, confidentiality and management time while avoiding formal claims.

Which roles gain most from alternative dispute resolution training for managers and HR?

Line managers handling grievances, HR advisers in employee relations and contract administrators managing supplier claims gain most.

How does alternative dispute resolution for managers and HR differ from an arbitration course for lawyers?

It focuses on early, relationship-preserving routes led by managers rather than on tribunal procedure. Arbitration and adjudication are covered so you know when to refer, not to run hearings yourself.

What do you bring back from alternative dispute resolution for managers and HR?

You bring back a Dispute Pathway Plan for your unit: an escalation ladder, referral triggers and a settlement template.

Alternative Dispute Resolution for Managers and HR: The Way Forward

The Dispute Pathway Plan first informs which open disagreement goes to a facilitated meeting and which needs a binding route. Line managers use it to act early, HR uses it to apply consistent referral criteria, and contract leads use it to handle supplier claims. After its first use, revisit the referral triggers to see whether disputes were caught early enough.