

# Employee Dispute Resolution: Mediation through Peer Review

Have you ever been in a workplace situation where a supervisor has made a decision that you didn't agree with? Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing? The Peer Review process offers employees just that chance, using a formalized process. In this one-day workshop, you will cover all aspects of the process, from initiating the process, to choosing a facilitator and panel members, to having a hearing and making a decision.

## How You Will Benefit:

- What the Peer Review process is
- How employees file grievances and how management should respond
- How a facilitator and a panel is chosen
- What is involved in the hearing process, from preliminary meetings to the hearing itself, to the decision process
- What responsibilities and powers a panel should have
- Questioning techniques
- Why peer review panels fail and how to avoid those pitfalls

## What You Will Cover:

- ▶ What is Peer Review?
- ▶ Initiating the Process
- ▶ Setting up the Peer Review Panel
- ▶ Questioning Techniques
- ▶ Overview of the Peer Review process: pre-meeting, hearing, and decision meeting
- ▶ Walkthrough of a sample panel, with customizable case files
- ▶ Why does the process fail?
- ▶ How can we ensure the process succeeds?

Name of City and Date of Event

Name of City and Date of Event

## What's included:

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

TIME: 9am – 4pm. \*Prices and dates are subject to change.

## Pre-Registration Form:

### Employee Dispute Resolution

Yes  Enroll me now

Participant Name (*Please Print*)

\_\_\_\_\_

Position \_\_\_\_\_

Immediate Supervisor

\_\_\_\_\_

Organization

\_\_\_\_\_

Organization Address

\_\_\_\_\_

ZIP \_\_\_\_\_ Telephone # \_\_\_\_\_

Fax \_\_\_\_\_ E-Mail \_\_\_\_\_

**EXCELLENT IMAGE, INC.**  
*Sustainable Peak Performance*