



## Employee Dispute Resolution Mediation through Peer Review

The School of Leadership

Have you ever been in a workplace situation where a supervisor has made a decision that you don'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 case files
- Why does the process fail?
- How can we ensure the process succeeds?

### What's Included?

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

### One day workshop

