

Mediation Training Program Assessment Report

Division of Academic Affairs conducted on November 2-4, 2016

January 2017

The Mediation Training Program held on November 2-4, 2016, aimed to help leaders in the Division of Academic Affairs appropriately deal with conflict in the workplace. This program focused on building individual conflict management and communication skills, as well as executing conflict management models in the workplace. Dr. Nancy Watson, a Texas Certificated Distinguished Mediator and the founder of The Center for Change and Conflict Resolution, led the program, which was focusing on change management, conflict readiness, and conflict engagement. This interactive training program allowed participants to see their strengths and weaknesses when it comes to Mediation and Conflict Management.

Based on the assessment noted below, AACDC recommends that the training be continued in July 2017. Dates have been scheduled and will be announced soon.

Budget:

This program was funded through the Office of the Provost. Total cost was \$6,949.88, broken down as follows: \$2,000 per day (3 days), \$300 for training materials, and \$649.88 for lunches each day. \$5000 was dedicated to mediation trainings for the year, so to pay for this, AACDC decided to apply \$1,949 that came from other unused FY2017 amounts from the area of Supervisor Training since all the trainees were supervisors. This means that the training for 20 people was an investment of approximately \$347.50 per supervisor trained.

Assessment of Program Impact:

At the end of the training, participants were asked to submit a feedback form answering two open-ended questions:

- How has the information presented in this training impacted you?
- How will the information from this training impact your organization?

Participant feedback forms were reviewed and responses were categorized based on the following five concepts:

Concept	Yes	No	No comment on this topic
I will apply the information I learned in my personal life	17		2
I will apply the information I learned in my work life	18		1
This was a valuable use of my time	18		1
I wish I had learned this earlier in my career	2		17
This program should be offered again to others	9		5
I am interested in an additoinal program	9		10

Sample quotations from the responses include the following:

Concept	Feedback
I will apply the information I learned in my personal life	<ul style="list-style-type: none"> • “This has given me the tools I need to actively listen to my spouse...” • “I value the mediation model and know I will use pieces of it daily...” • “The tools I learned will span across all aspects of my life, not just my organization.” • “There are many methods and tools we learned in [this] course that I feel comfortable using in my day to day situation.”
I will apply the information I learned in my work life	<ul style="list-style-type: none"> • “This [class], I believe, will help improve the climate for our department and maybe help alleviate stress and anxiety in our workers.” • “I feel better prepared to assist my organization with handling issues that arise.” • “This course has given me new tools and many new perspective[s] on how to be a better communicator, supervisor and coworker.” • “By recognizing there are some different strategies and options, I feel I can be a better manager and can have more difficult conversations with those above.”
This was a valuable use of my time	<ul style="list-style-type: none"> • “This has been a much needed retreat to be able to interact with others within my unit in a non-threatening, supportive environment.” • “These three days have allowed me to reflect on what I bring to our organization and how to handle daily conflicts.” • “Boy, am I glad I ended up here. This workshop was about so much more.” • “What an overall, amazing, eye-opening, and life-changing experience. “ • “This felt like therapy and that feels good.” • “Loved the class, learned a lot.”
This program should be offered again to others	<ul style="list-style-type: none"> • “I’d like to see more upper management in classes like this.” • “I will be recommending conflict management classes/presentations to just about anyone.” • “I wish we could make this class mandatory...” • “I would like to show other staff, by example, that anyone can use these tools, not just supervisors.”

Overall, many participants found the information to have a positive impact on both personal and work scenarios. Several participants were interested in referring other employees to participate in the training and many were interested in an additional workshop. This makes it clear that the Mediation Training Program was a success, giving leaders in the Division of Academic Affairs a chance to enhance their conflict management and communication skills, as well as supplying participants with conflict management models to take back to their units to implement in a constructive way.