

ALTERNATIVE DISPUTE RESOLUTION TRAINING

Date	Time	Duration	Venue	CPD	Cost (Incl. VAT)
7th - 12th Sep, 2026	8:30 AM-4:00 PM	6 Day(s)	SEO Hotel, Machakos	6	75,400.00

Course Overview

The Alternative Dispute Resolution (ADR) programme is a comprehensive six-day training designed to equip HR professionals, managers, supervisors, union officials, and compliance officers with practical, structured skills for resolving workplace disputes. Participants learn how to assess conflict, select the appropriate ADR method, facilitate negotiations, conduct mediation sessions, guide conciliation processes, and understand arbitration procedures. The programme emphasizes real-world application through simulations, case studies, scripts, and guided practice. It ensures participants can confidently apply ADR techniques within organizational policies, legal frameworks, and ethical standards to achieve fair, timely, and constructive dispute resolution.

Course Objectives

By the end of this program, participants will be able to;

- Understand ADR principles and apply them in workplace settings.
- Conduct structured negotiation sessions.
- Facilitate mediation between conflicting parties.
- Use conciliation techniques to repair damaged relationships.
- Understand arbitration processes, documentation, and decision-making.
- Assess conflict dynamics and select the appropriate ADR method.
- Manage emotional, sensitive, or high-stakes conflict situations.
- Document ADR processes professionally and ethically.
- Apply ADR within HR, compliance, and organizational policy frameworks.

Target Groups

This training is suitable to a wide range of professionals but will greatly benefit;

- Managers,
- OD Practitioners,
- Internal Mediators.
- HR Professionals, HR Officers, and HR Managers
- Supervisors, Line Managers, and Team Leaders
- Union Officials and Employee Relations Practitioners
- Compliance Officers, Governance Experts, and OD Practitioners
- Workplace Champions and Internal Mediators

Den PN Gathitu

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Secretary General

