

What Clients Say

The Civility in the Workplace training that our staff received from MMS had a deep and lasting impact on staff as they became better equipped to communicate with each other, it brought greater awareness of unspoken issues, and increased the cohesiveness of the team! I highly recommend this training to employers wanting a have a healthier and more efficient team!

Monique R. Yamashita, MSW
Executive Director, Ka Hale A Ke Ola Homeless
Resource Centers, Inc.

[insert second testimonial here]

About MMS

Maui Mediation Services (MMS) was established in 1982 as a private nonprofit organization handling a wide range of conflicts for families, neighborhoods, businesses, and government agencies. Our mission is to provide, teach, and facilitate appropriate dispute resolution for people of all ages.

Our work is funded by:

- Hawaii State Judiciary Center for Alternative Dispute Resolution
- County of Maui
- Maui United Way
- Foundations and individual donors
- Program fees

MMS is a member of Mediation Centers of Hawaii and the National Association for Community Mediation.

Learn more at mauimmediation.org



Civility in the Workplace

Maui Mediation Services

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Conflict at work? We can help.

All employees can learn skills to manage conflict and communicate effectively.

Anger Management

When an employee struggles with anger and hostility, an individual intervention may be required. Maui Mediation Services offers one-on-one training designed to help an employee:

- Recognize their triggers;
- Learn to interrupt the anger cycle;
- Learn skills for effective listening; and
- Practice building trust and empathy.

We also train supervisors and human resources managers as anger management coaches.

Skills Training for All

“Civility in the Workplace” training is beneficial as part of continuing professional development or when conflict is already disrupting the work environment.

Maui Mediation Services customizes this training based on the particular goals and needs of your organization.

Our trainers use many examples and interactive exercises to teach skills that may include:

- Advanced communication skills
- Tools to anticipate, prevent, diagnose, and deescalate conflict
- Addressing toxic or bullying behavior

A Healthy Workplace

Destructive conflict is costly and may mean the loss of valuable employees.

When the people in an organization commit to managing conflict in productive ways and have the skills to do so, everyone benefits. Workplaces that use conflict effectively typically experience:

- Improved morale and employee retention
- Increased engagement and productivity
- Better decision making
- Reduced use of sick time
- Lower incidence of theft

Contact Maui Mediation Services to learn more about our services and how we can customize your training.