

ABSTRACT

The issue of mediation, as an alternative way of resolving conflicts and disputes, is one of the current and important topics not only in social psychology, but also andragogy. In particular, conflicts in the workplace are a key topic in terms of corporate culture, development and education of employees, which is also the starting point of the submitted rigorous work. Therefore, further professional education of mediators working in companies as specialists dealing with the prevention and resolution of conflicts and disputes in the workplace is essential for a positive work climate, optimization of relationships in the workplace, work performance and motivation of employees. When designing the theoretical basis and the research problem within this rigorous work, it is possible to start mainly from andragogy, social psychology and human resource management. People management in people management or leadership is considered an effective tool for preventing conflicts in the workplace. The aim of the presented rigorous work was to identify, analyze and characterize the specifics of the mediation process in medium and large enterprises. Also monitor the development of mediation in the corporate environment and the ability of mediators to effectively influence these processes within human resource management. Another goal was to empirically examine the influence of corporate culture on the emergence and resolution of conflicts in the workplace and outside (within the resolution of disputes with clients and suppliers of services and goods). Furthermore, to design an effective model for the development and education of "professional" mediators who work in the corporate environment.