

## **Mediation, Negotiation & Effective Communication Training** **(5 Day Mediator Accreditation Training Program in accordance with the NMAS)**

Mediate Today Pty Ltd is offering an interactive mediator accreditation training program which meets the requirements of the National Mediator Accreditation System (NMAS).

**DATES:** Stage 1: 3<sup>rd</sup> – 5<sup>th</sup> November, Stage 2: 6<sup>th</sup> – 7<sup>th</sup> November 2014

**VENUE:** Sydney

### **This Training**

This is a 5 day interactive workshop and training that will provide attendees with quality course materials, individual and group exercises, role plays, individual and group coaching, debriefing and interactive discussions with written feedback for specific exercises. The course is designed to meet and exceed the requirements of the National Mediator Accreditation Standards (Approval Standards). The training is delivered in 2 stages.

### **What You Will Get:**

- theory and practice of interest based negotiation;
- essential skills for effective communication and negotiation including:
  - \* principles of mediation;
  - \* the stages in the process;
  - \* essential foundation skills for mediators;
  - \* assessing disputes / parties
  - \* effective listening
  - \* issues framing
  - \* handling difficult people
  - \* dealing with impasse
  - \* conflict analysis
  - \* generating options
- case management and organisational skills;
- NMAS Approval Standards and Practice Standards;
- effective negotiation skills;
- quality course materials for continuing development;
- opportunity to undertake NMAS accreditation assessment;
- managing ethical challenges such as:
  - parties who lie;
  - power imbalances;
  - parties who do not commit to the process;
  - parties who attempt to misuse the process.

### **Presenters Include:-**

**Lorraine Lopich** experienced mediator and facilitator, Nationally Accredited under the NMAS, Registered FDRP, Collaborative Lawyer, International Collaborative Practice Trainer.

**Robert Lopich** experienced mediator and facilitator, Nationally Accredited under the NMAS, Collaborative Lawyer and Collaborative Practice Trainer.

### **WHO SHOULD ATTEND?**

**This training is designed for those in positions involving collaborative decision making, organisational and change management, human relations management, customer relations, community engagement and those dealing with difficult people. It will provide you with the skills to deal effectively with conflict.**

**Stage 1 covers the theory and practice of conflict management skills.**

**Stage 2 comprises interactive learning exercises, including role plays that meet the NMAS standards.**



## Trainers

Our trainers are also experienced mediators, facilitators and dispute resolution practitioners. They have many years of experience in conflict management and dispute resolution across a wide range of relationships, business and organisational disputes, workplace disputes, Code of Conduct complaints, project management, public consultation and facilitation, development approvals, franchises, property issues, neighbourhood disputes and other areas. They specialise in small group training to deliver sound, interactive learning programs. Experienced coaches will also assist in the training to provide feedback and to assist in role-plays.

For further information visit our website at: [www.mediate.com.au](http://www.mediate.com.au)



## REGISTRATION FORM:

(Registration Limited to 12 persons)

(Please mail to: PO Box 4191, Shellharbour, 2529 OR scan and email to: [Mediate@Mediate.com.au](mailto:Mediate@Mediate.com.au) )

- ☐ Stage 1: 3 – 5 November 2014 - COST PER PERSON - \$1,150.00 (plus GST)
- ☐ Stage 2: 6 -7 November 2014 - COST PER PERSON - \$1,450.00 (plus GST) (Pre-requisite: Stage 1)
- ☐ Stages 1 & 2 - COST PER PERSON - \$2,500.00 (plus GST)
- ☐ Half Day Accreditation Assessment - COST PER PERSON - \$220.00 (GST inclusive)

NAME: \_\_\_\_\_

(Please print clearly – Your name as shown above will appear on your Certificate of Completion)

ORGANISATION: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

Tel: \_\_\_\_\_ Mob: \_\_\_\_\_

Email: \_\_\_\_\_ (Essential information)

Special Dietary Requirements: \_\_\_\_\_

(Please specify)

Name for Name Tag: \_\_\_\_\_

### Payment methods:-

1. By cheque to: – “Mediate Today Pty Ltd” (ABN 91 114 478 769) OR
2. By EFT to: – BSB 012 827 A/c # 278 740 783

**Expressions of Interest**

We would like feedback on any interest you may have in undertaking training at other times and/or locations. Customised in house training can be arranged for groups of 9 – 12 participants. **(POA)**

Please provide information below so that we can tailor our training schedule for 2015.

Organisation: \_\_\_\_\_

Number of participants: \_\_\_\_\_

Preferred Location: \_\_\_\_\_

In house: ☐

**Customised training**

Areas of particular interest:

Principles of mediation: ☐

Public consultation and facilitation: ☐

Conflict management: ☐

Development approval disputes: ☐

Managing ethical challenges: ☐

Property issues: ☐

Effective listening: ☐

Neighbourhood disputes: ☐

Effective negotiation techniques: ☐

Handling difficult people: ☐

Dispute Resolution: ☐

Code of Conduct complaints: ☐

Business and organisational disputes: ☐

Change management: ☐

Other \_\_\_\_\_

We look forward to hearing from you soon.

“With effective communication you can do anything”