



## **MEDIATOR AND DISPUTE RESOLUTION WORKSHOP**

### **Mediator Skills Training Program for 2019**

**4, 5, 6, 7, 8 & 9 November 2019**

**Venue: SYDNEY CBD (T.B.A.)**

**Workshop:-** 5 day interactive workshop and training designed to meet the requirements of the Mediator Standards Board under the National Mediator Accreditation System (NMAS).

**PLUS:** satisfactory completion of the 5 day basic skills training will enable attendees on day 6 to undertake the additional Mediator Accreditation Module (a video-taped simulated mediation).

**RECEIVE:** quality course materials, individual and group exercises and coaching. Debriefing and interactive discussions with written feedback on specific exercises and a frameable Certificate of Completion for those who satisfactorily complete the 5 day basic course **AND** a Certificate of National Accreditation for those who are assessed as having satisfactorily completed the Accreditation Module.

### **WHO SHOULD ATTEND?**

This course is designed to help anyone who deals with conflict on a regular basis.

Whether you are dealing with staff, clients or peers this workshop and training will provide you with the skills needed to deal with conflict effectively, to achieve better, more lasting outcomes.

Vital skills for lawyers, accountants, HR professionals, team leaders, Complaint Co-ordinators, counsellors, employers, counter staff, union representatives and all management levels.

Whether you would like to become a mediator or not, this workshop will provide you with the skills that you need to deal effectively with conflict.

### **Skills You Will Learn:**

- Theory and practise of interest based negotiation;
- Essential skills of the mediator including:-
  - ✓ effective listening
  - ✓ reframing & reflecting
  - ✓ issues framing
  - ✓ maintaining impartiality
  - ✓ creating options
  - ✓ handling difficult people
  - ✓ managing representatives & limited authority
  - ✓ dealing with impasse
- Pre-mediation screening & analysis for suitability;
- Effective negotiation skills;
- An opportunity to undertake the NMAS accreditation assessment;
- Conflict analysis;
- A mediation model that promotes good decision making;
- Case management and organisational skills;
- Managing ethical challenges such as:
  - ~ parties who lie
  - ~ power imbalance
  - ~ parties who do not commit to the process
  - ~ parties who attempt to misuse the process
  - ~ violence and overbearing
- Adapting the mediation to suit the situation;
- How to promote good decision making.





## Presenters

The principals of *Mediate Today Pty Ltd*, **Lorraine and Robert Lopich** will be the lead presenters for this training. They are highly experienced mediators, negotiators, facilitators and trainers with accreditation under the National Mediator Accreditation System (NMAS). They are both senior highly skilled and experienced conflict management and mediators with experience across a wide range of conflict resolution including business & commercial disputes (e.g. partnerships, franchises, Companies); property issues; family & relationships; workplace bullying, sexual harassment and neighbourhood disputes and others.

Experienced NMAS accredited coaches will also assist in the training to provide feedback and to assist in role-plays.

Visit our website for further information at:- [www.mediate.com.au](http://www.mediate.com.au)

### REGISTRATION FORM

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

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**COST PER PERSON - \$ 2,950 (includes \$268.00 GST)**

**PLUS Optional accreditation module - \$660.00 (includes \$60.00 GST)**

**ASK ABOUT OUR GROUP DISCOUNTS FOR GROUPS OF 4 OR MORE!!**

**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:** \_\_\_\_\_

**PRICE:-** 5 Day Training ONLY - \$2,950 \$  
**PLUS:** Optional Accreditation Module - \$660 \$  
(Show Total Amount)

### PAYMENT METHODS:-

1. By cheque to: – Mediate Today Pty Ltd (ABN 91 114 478 769) OR
2. Direct Deposit to: – BSB 012 827 A/c # 2787 40783

- NOTE:-**
1. Your place in the course is ONLY reserved when payment is received and cleared.
  2. Cancellation fee of 50% of Workshop fees will be charged for cancellations between 30 days and 15 days before **10 October 2019**.
  3. Cancellation fee of 100% of Workshop fee will be charged for cancellations from **11 October 2019**.