



CONFLICT RESOLUTION SERVICE

## 2018 Professional Development Training Calendar

### CRS Nationally Accredited Mediation Training Course

**DATES:** **February 2018**  
12–15; 19–21 February (seven days)  
(optional assessment session to be scheduled late February / early March)

**May 2018**  
7–10; 14–16 May (Seven days)  
(optional assessment session to be scheduled late May)



#### Background and Learning Outcomes

CRS Mediation Training will assist any student interested in developing strategies and skills for preventing, managing and resolving disputes, or who may be called upon to provide third party assistance and facilitation.

It combines up-to-date theory and practice with opportunities for role plays and workshops, one-on-one coaching and personalised feedback.

The course will take participants through:

- ☑ The philosophy, principles and ethics of mediation
- ☑ Understanding conflict
- ☑ Cross-cultural issues
- ☑ Power dynamics
- ☑ Screening and assessing disputes
- ☑ The stages of mediation
- ☑ Debriefing and reporting
- ☑ Building a career as a mediator
- ☑ Legislative and industry frameworks
- ☑ Operating as a sole or team practitioner

Participants will graduate with:

- ☑ The practical skills to diagnose and respond to conflict
- ☑ The insight to tailor practices and strategies to different settings, including workplaces, commercial relationships, families, neighbourhoods and schools
- ☑ Confidence in working within difference cultural contexts, and responding appropriately to individual relationship dynamics and emotional needs
- ☑ Pathways to a rewarding career in mediation

**Successful completion of this training will satisfy the training requirements under the National Mediation Accreditation Standards; and meet pre-requisite Mediation Training requirements to undertake further studies towards accreditation as a Family Dispute Resolution Practitioner.**

#### Costs:

Standard Fee: \$3,670 (inc GST)  
*(No extra charge for undertaking assessment, this price is all inclusive).*



# 2018 Professional Development Training Calendar



## 2-day Conflict Resolution Skills Workshop

**DATES:** **April 2018**  
11–12 April  
**August 2018**  
15–16 August

### Background and Learning Outcomes

Conflict Resolution Training is a 2 day course that teaches you the conflict resolution process and effective strategies to prevent, manage and resolve disputes in the workplace, family and community.

It combines up to date theory and practice through activities and discussion enabling you explore conflict more deeply and gain practical strategies to address conflict situations using effective communication skills and processes.

By the end of the course you will have more self – confidence and a strong skill set to take a proactive rather than reactive approach to conflict situations and enhance your effectiveness in working with others

Learning outcomes include:

- Gain understanding of the sources, causes and types of conflict
- Learn the phases of the conflict resolution process
- Understand main approaches to conflict resolution
- Learn how to apply conflict resolution approaches
- Learn how to use parts of the conflict resolution process to recognize and prevent conflict before it escalates
- Develop communication tools such as agreement frames and open questions
- Learn practical anger and stress management techniques

### Costs:

Community Sector Rate **\$660 pp** (inc GST)  
Corporate / Government **\$1100 pp** (inc GST)

## Introduction to Restorative Practices and Using Circles Effectively: 2-Day Workshop

**DATES:** **October 2018**  
17-18 October

### Background and learning outcomes

Day one explores practical strategies to build strong, healthy relationships with students, families, clients, employees and colleagues, which can be implemented immediately.

Interactive experiences provide a full understanding of the fundamental unifying premise of restorative practices – that people are happier, more cooperative and productive and more likely to make positive changes in their lives when those in positions of authority do things **with** them rather than **to** them or **for** them.

Day two teaches how to hold group discussions in a circle to facilitate meaningful conversation and encourages full participation from everyone involved. Through video, practice and discussion, participants identify reliable methods for using circles to build community, establish norms and address behaviour and relationships. Useful in any setting from education and other human services to organisational management.

### Costs:

Community Sector Rate **\$660 pp** (inc GST)  
Corporate / Government **\$1100 pp** (inc GST)

For more information or to register go to [www.crs.org.au/training](http://www.crs.org.au/training)

Or contact Amanda at [training@crs.org.au](mailto:training@crs.org.au) / (02) 6189 0590