



Conflict Resolution
Service

Mediation Training

Information Package for Course:
5 November to 5 December

Enrolments close 26.10.2009 ...Places are limited

About the Conflict Resolution Service

The Conflict Resolution Service (CRS) ACT is the leading provider of diverse community mediation in the ACT. CRS is a non-profit organisation which provides dispute prevention, management and resolution services. The service provides assistance with commercial, neighbourhood, separated couple, family, workplace and community disputes to name a few. CRS has a panel of registered and accredited mediators under territory and federal systems.

CRS has been delivering competency based mediation courses since its inception in 1988 and has worked in partnership with registered training organisations (RTOs) to deliver nationally recognised training to the ACT community since 1996.

Overview

Conflict resolution is increasingly becoming a sought after skill set in the workplace. Employees with mediation, negotiation and specialised communication skills have the edge when being considered for projects and positions. Mediation training is relevant across a broad and diverse range of professions and industries including law, human resources, community services, healthcare, hospitality and education to name a few.

Mediation is progressively being incorporated into legislation and regulations which govern workplaces, commercial and consumer relationships, communities and families. These laws promote mediation as the preferred method of resolving disputes and moving disputants away from adversarial systems towards more collaborative processes.

The CRS's Mediation Training course suits anyone 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.

The Program

The 11 day course will take participants through:

- ▲ philosophy, principles of mediation
- ▲ nature of conflict
- ▲ cross-cultural issues
- ▲ power dynamics
- ▲ screening and assessing disputes
- ▲ dispute counselling
- ▲ mediation stages 'the process'
- ▲ debriefing and reporting
- ▲ professional development
- ▲ reflective practice
- ▲ ethics of mediation
- ▲ legislative framework

The course is delivered by accredited and experienced trainers and facilitators in mediation and related disciplines. The course combines up-to-date theory and practice, along with opportunities for participants to work with coaches during role plays and workshops and receive personalised feedback.

Participants will gain understanding of how to implement and tailor the skills and strategies of mediation to

- ▲ a wide range of dispute types including workplace, commercial/business, family law, neighbourhood, wills/estates to name a few.
- ▲ cultural contexts, power/authority structures, emotional needs, relationship dynamics
- ▲ address external involvement of parties such as support people, referrers and judicial processes.

Accreditation and Registration

Legislative reforms at the Territory/State and Federal levels, and within the mediation industry, are progressively requiring mediators to comply with minimum professional standards of training in order to receive Accreditation and Registration.

CRS's Mediation course complies with the following standards and legislation:

- ✓ *Vocational Education and Training System (VET)*
- ✓ *Australian Quality Training Framework (AQTF)*
- ✓ *National Mediator Accreditation Standards*
- ✓ *Mediation Act 1997 (ACT)*
- ✓ *Family Law Act*

Outcomes

Successful completion of this training will

- Qualify participants to seek registration under the Mediation Act 1997 (ACT),
- Satisfy the training requirements under the National Mediation Accreditation Scheme
- Meet pre-requisite mediation training requirements to become a Family Dispute Resolution Practitioner
- Accreditation through CRS.

ALL INCLUSIVE

While many other courses only deliver the theory/practice and then offer a separate schedule for assessments at an additional cost, CRS's course/fees are inclusive of all assessments.

Certificate IV in Mediation

CRS's Mediation training course is based on the nationally recognised and accredited program under the Australian Quality Training Framework (AQTF). This means that your qualification will be recognised by employers and tertiary institutions throughout Australia.

Participants who successfully complete the CRS Mediation training receive a *"Statement of Attainment"* in 7 units of competency, which form part of the Certificate IV in Community Mediation. CRS delivers only 7 units as they are enough to comply with industry and legislative requirements.

To complete the full Certificate IV in Mediation, participants may undertake further training with a registered training provider to complete the remaining 8 units in community sector and workplace competency.

The Units of Competency covered during the Mediation Course

| Unit | Title | Brief Description |
|------------|--|---|
| CHCMED411A | Conduct a Sound Assessment of a Dispute in Preparation for a Mediation | The skills and knowledge required for mediators to prepare for the mediation process and to assist clients to be aware of their roles and responsibilities in mediation |
| CHCMED412A | Gather and Clarify information for the mediation process | The skills and knowledge required for mediators to support clients in gathering and presenting information to assist in establishing common ground |
| CHCMED413A | Manage Communication Processes to Define the Dispute | The skills and knowledge required for mediators to establish and manage the communication process to enable the parties to define the dispute |
| CHCMED414A | Facilitate the Mediation Process | The skills and knowledge required by mediators to maintain the flow of the mediation process to achieve the optimum outcome for all parties |
| CHCMED415A | Facilitate Interaction Between Parties in Mediation | The skills and knowledge required for mediators to facilitate the agreed process of mediation |
| CHCMED416B | Consolidate and Conclude the Mediation Process | The skills and knowledge required for the mediator to conclude the session and support the implementation of any agreement |
| CHCMED407B | Reflect and Improve Upon Professional Mediation Practice | The knowledge and skills required evaluate own work, continuing self-development and effective supervision within an ethical code of practice |

Course Dates

The course has specifically been scheduled to allow participants to minimise time away from work at the same time not encroaching too much on personal time. We have found that most employers will gladly approve time off work, allow study leave or even pay for employees to attend as part of professional development.

Attendance on each of the following dates is strongly recommended as each workshop covers a different aspect of mediation; participants will also need to participate in a minimum number of role plays in order to satisfy National Mediator Accreditation training requirements.

Please consult with CRS if you think you may have difficulty attending sessions.

| Day | Day | Date | Time | Location |
|-----|----------|-------------|---------------------------------------|--|
| 1 | Thursday | 5 November | 9:00am to 5:30pm each day | All sessions will be held at the <i>Griffin Centre</i> <i>20 Genge Street</i> <i>Canberra City</i> |
| 2 | Friday | 6 November | | |
| 3 | Saturday | 7 November | | |
| 4 | Thursday | 12 November | | |
| 5 | Friday | 13 November | | |
| 6 | Saturday | 14 November | | |
| 7 | Thursday | 26 November | | |
| 8 | Friday | 27 November | | |
| 9 | Saturday | 28 December | | |
| 10 | Friday | 4 December | | |
| 11 | Saturday | 5 December | | |

Testimonials from previous courses

- *Overall it was a great course, probably the best Certificate IV level course I have ever taken part in.*
- *A very well developed and run course. I found it to be both informative and stimulating, not to mention challenging*
- *I was favourably impressed by the skills of the facilitators. Keep up the present standards. I thought the facilitators were very professional, able, pleasant, effective and skilled at guiding discussion to fruitful outcomes*
- *Presentation professional and engaging, with a great mix of theory, room for us to talk and practice our skills*
- *Thanks for being so organised, encouraging and keeping us all on track*
- *Interactive nature of training, rather than death by power point*
- *The coaches that were available and could guide us through the process – it also gave us a chance to see/experience some of the range of people who do this sort of work – their different backgrounds, styles and so on*
- *Opportunities to learn from and with other participants*
- *Well presented by qualified presenters who knew the material and could supplement it with personal and professional experience*
- *I found the course improved my understanding of conflict and fundamentally changed the way I approach conflict situations in my own life*
- *The role plays and receiving feedback on performance*
- *I liked the fact that the different coaches had slightly different approaches while following the process itself*
- *The course structure is brilliant and the group discussions enlightening*

Course Fees and Inclusions

\$2,640 (inc gst) which includes

- | | |
|--------------------------------|--|
| ✓ Mediation Manual | ✓ Access to CRS Training team between workshops |
| ✓ Additional Course Notes | ✓ Statement of Attainment on successful completion |
| ✓ All Assessment processes | ✓ Discounted Fees for Registration under Mediation Act (ACT) (through CRS) |
| ✓ Coaches for role play groups | |
| ✓ Tea/coffee facilities | |

Enrolments Close Monday 26 October 2009 – Places are Limited

Registration Please complete the Registration Form and return to CRS. A comprehensive Enrolment Form will be sent to you upon receipt.

Cancellation Policy

Cancellation fees will be incurred by participants who have been confirmed as enrolled, in the following circumstances:

Within 1 week 20% of full fee

Between 1 – 2 weeks 10% full fee

Although every effort will be taken to ensure the course follows the program as outlined in this information package, CRS reserves the right to cancel, postpone or alter the program due to circumstances beyond our control

Tailored Courses

CRS can be contracted to deliver Mediation and various dispute resolution courses solely for commercial, government and private organisations. Course content is tailored for the specific needs of the organisation and industry. Fees are negotiable.

For more information

If you would like further information on any aspect of the training course or you would like to discuss contracting CRS to provide specific training for your organisation, please contact

Katrina Spyrides, CRS Executive Officer

Email: executive@crs.org.au

Mob: 0413 677 405

Work: 02 6162 4050



Mediation Training Registration Form

| | | | | |
|---------------------|--------|-------------|-----------|------|
| Name | Title: | First Name: | Surname: | |
| Address | | | | |
| | State: | | Postcode: | |
| Contacts | H: | Mob: | W: | Fax: |
| Email | | | | |
| Occupation | | | | |
| Organisation | | | | |
| Position | | | | |

Please register me for the Mediation Course commencing Thursday 5 November 2009.

Payment Options

I enclose a cheque Payable to Conflict Resolution Service Inc for \$2,640

Please invoice me at the above address for \$2,640

Please invoice my Organisation/Company for \$2,640 as follows:

Attn: _____

Organisation: _____

Address: _____

_____ P/c _____

Contact Ph: _____ Email: _____

SIGNED:

DATE:

Enrolments close Monday 19 October 2009

Fax: 02 6162 4070

Email: executive@crs.org.au

Post: 3.10 Griffin Centre, 20 Genge St Canberra 2601