



Conflict Resolution
Service

MEDIATION TRAINING

CANBERRA: Feb-Mar 2012
Places Limited

About the Conflict Resolution Service

The Conflict Resolution Service (CRS) ACT has been the leading provider of diverse community mediation in the ACT since 1988; providing dispute prevention, management and resolution services. CRS provides services in the areas of mediation, conflict coaching, facilitation, information & referrals, community education, professional development and training.

Since its inception, CRS has also delivered competency based Mediation Training which has included Certificate IV in Mediation and Nationally Accredited courses. The benefits of CRS Mediation Training are numerous, not least the extensive blend of theoretical knowledge mixed with frontline service deliver from over 20 years of operating.

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 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.

The Program

The 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
- ▲ solo and co-mediation models of practice

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 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:

- ✓ **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 undertake further studies in Family Dispute Resolution and become a Family Dispute Resolution Practitioner

COURSE DATES

CRS has created **2 program options** to meet the needs of feedback we regularly receive from people interested in undertaking Mediation Training.

Attendance on each of the following dates is required as each workshop covers a different aspect of mediation; participants will also need to be in attendance for a minimum number of class hours and participate in a minimum number of role plays in order to satisfy National Mediator Accreditation training requirements.

OPTION 1: During Working Hours (6 days full time 9:00am – 5:30pm each day)

Session	Day	Date	Topic
1	Monday	20 February	Landscape of Mediation; Introduction to Mediation Principles, Philosophy and Process Nature of Conflict
2	Tuesday	21 February	Dispute Assessment Mediation Process: Stages 1 – 5 Role Plays
3	Wednesday	22 February	Mediation Process: Stages 6 & 7 Role Plays
4	Thursday	23 February	Mediation Process: Stages 8, 9 & 10 Role Plays
5	Friday	24 February	Ethics of Mediation Role Plays
6	Friday	2 March	Reflective Practice and Debriefing Role Plays

OPTION 2: Afterhours/Weekends (9 days full/part time)

Session	Day	Date	Time	Topic
1	Saturday	17 March	8:30am – 5:30pm	Landscape of Mediation; Introduction to Mediation Principles, Philosophy and Process Nature of Conflict
2	Tuesday	20 March	5:30pm – 9:00pm	Dispute Assessment Mediation Process: Stages 1 – 5 Role Plays
	Wednesday	21 March	5:30pm – 9:00pm	
3	Saturday	24 March	8:30am – 5:30pm	Mediation Process: Stages 6 & 7 Role Plays
4	Tuesday	27 March	5:30pm – 9:00pm	Mediation Process: Stages 8, 9 & 10 Role Plays
	Wednesday	28 March	5:30pm – 9:00pm	
5	Saturday	31 March	8:30am – 5:30pm	Ethics of Mediation Role Plays
6	Tuesday	4 Apr	5:30pm – 9:00pm	Reflective Practice and Debriefing Role Plays
	Wednesday	5 Apr	5:30pm – 9:00pm	

Testimonials from Previous Courses

- *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...(they) 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*
- *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*
- *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*

Enrolments Close Monday 6 February 2012
Places are Limited

Course Fees and Inclusions

\$2,850 (inc gst) which includes

- ✓ Mediation Manual
- ✓ Additional Course Notes
- ✓ Coaches for role play groups
- ✓ Access to CRS Training team between workshops
- ✓ Certificate of Attendance
- ✓ Discounted Fees for Registration under Mediation Act (ACT) (through CRS)
- ✓ Free Membership to CRS for current Financial Year (General Category)

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 2 weeks of course start date, 25% of fee
- Within 1 week of course start date, 50% of fee
- Once course had commenced, fee forfeited

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 its 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 course or you would like to discuss utilising 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 Enrolments Close 06.02.12

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

Where did you hear about CRS's Mediation Training Course?

Please register me for the CRS Mediation Course :-

Option	Dates	Times	Fee (inc gst)	Tick to Indicate Option
1	20 Feb – 2 Mar 2012	Working Hours	\$2850	
2	17 Mar – 5 Apr 2012	Evening/Weekends	\$2850	

Payment Options

- I enclose a cheque/money order payable to Conflict Resolution Service Inc for \$_____
- I have made an EFT to CRS Bank Account 341-398 BSB 032-719 for \$_____ (please ensure your surname is included in transaction details for identification purposes)
- Please invoice me at the above address for \$_____
- Please invoice my Organisation/Company for \$_____ as follows:

Attn:: _____

Organisation: _____

Address: _____

_____ P/c _____

Contact Ph: _____ Email: _____

SIGNED:

DATE: