



**Conflict Resolution  
Service**

# Mediation Training

**Information Package for Course:  
14 October to 13 November**

**Enrolments close 1.10.2010 ...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 10 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
- ▲ solo and co-mediation models of practice

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 9 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
CHCCS400A	Work within a relevant legal and ethical framework	The Knowledge and skills required to work within a legal and ethical framework that supports duty of care requirements.
CHCCOM403A	Use targeted communication skills to build relationships	The knowledge and skills required to apply specific workplace communication techniques to build and maintain relationships with clients and colleagues on respect and trust.

### Course Structure and Options

CRS has developed several options for how participate in the course, these are as follows

#### Option 1: Full Course (12-days; Statement of Attainment)

Completion of 10-day course and 2-day Assessment role play process; will result in receiving a Statement of Attainment from the Certificate IV in Mediation, Accreditation under the NMAS and eligibility for Registration under the Mediation Act 1997 (ACT)

#### Option 2: Overview of Mediation (½ day; Certificate of Attendance)

This is for people who want an overview or 'taste' of mediation, topic areas include

- landscape as it currently stands in Australia
- overview of the mediation model from Screening and Assessment to Debriefing

#### Option 3: Nature of Conflict (1day; Certificate of Attendance)

Workshop covers theories on how conflict develops and escalates, what are the sources and causes of conflict, patterns and personalities in conflict, implications of power, managing emotions and culture and conflict.

#### Option 4: Dispute Assessment and Coaching (1½ days; Certificate of Attendance)

For those who may have already completed a mediation training course which did not include subject matter on how to conduct preliminary interviews, assisting clients to identify their goals and the goals of other people to the dispute and prepare clients for mediation not only in terms of process but the skills and strategies parties might consider to assist during the mediation.

## 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.

There are 10 days of class work and 2 days of assessments. Please consult with CRS if you think you may have difficulty attending sessions.

Day	Day	Date	Topic
1	Thursday	14 October	Landscape of Mediation; Introduction to Mediation Principles, Philosophy and Process
2	Friday	15 October	Nature of Conflict
3	Saturday	16 October	Dispute Assessment and Coaching (Part 1)
4	Thursday	21 October	Mediation Process: Stages 1 – 5 Role plays 1 & 2 ( Stages 1 – 5)
5	Friday	22 October	Mediation Process: Stages 6 & 7
6	Saturday	23 October	Role plays 3 & 4 (Stages 1 - 6) Mediation Process: Stage 8
7	Friday	5 November	Role play 5 (Stages 1 – 8) Mediation Process: Stages 9 & 10
8	Saturday	6 November	Role play 6 (Stages 1 – 10) Debriefing , Reflective Practice, Co-mediation, Termination of Mediation
9	Friday	12 November	Role plays 7 & 8 (Dispute Assessment and Coaching - Part 2) Ethics, Codes of Conduct Legislative Framework
10	Saturday	13 November	Role plays 9 & 10 (whole process, solo mediation practise)
Assessments Friday 26 <sup>th</sup> and Saturday 27 <sup>th</sup> November			

## 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...(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
- 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
- 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

\$2,750 (inc gst) which includes

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

**Enrolments Close Friday 1<sup>st</sup> October 2010 – 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:

Between 1 – 2 weeks of course commencement 5% full fee

Within 1 week of course commencement 10% of full 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](mailto:executive@crs.org.au)

Mob: 0413 677 405

Work: 02 6162 4050

# Mediation Training

## Registration Form

<b>Name</b>	Title:	First Name:	Surname:	
<b>Address</b>				
	State:		Postcode:	
<b>Contacts</b>	H:	Mob:	W:	Fax:
<b>Email</b>				
<b>Occupation</b>				
<b>Organisation</b>				
<b>Position</b>				

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

**Please register me for the Mediation Course commencing 14 October 2010, my chosen option/s**

Option	Modules	Schedule	Fee (inc gst)	List Fee to Indicate Your Option/s
1	Full Course*	Days 1 – 10 plus Assessments	\$2750	
2	Overview of Mediation	Day 1 (½ day)	\$220	
3	Nature of Conflict	Day 2 (1 day)	\$440	
4	Dispute Assessment	Day 3 & 9 (1½ days)	\$550	
			TOTAL	

\*No need to select any other options if Option 1 chosen

### Payment Options

I enclose a cheque Payable to Conflict Resolution Service Inc for \$\_\_\_\_\_

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:**

**Enrolments close Friday 1 October 2010**