

MEDIATION TRAINING COURSE

Workplace focus

- AUSTRALIAN NATIONAL MEDIATOR STANDARDS -



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WorkResolve and the Australian Mediation Association (AMA) offer you the opportunity to obtain the necessary basic mediation process knowledge and skills to become an Accredited Mediator in accordance with the Australian National Mediator Standards in a course specifically designed to focus on the workplace.

Increasingly mediation is the preferred mode of dispute resolution in the workplace moving disputes away from adversarial processes and into more interest based, collaborative systems.

Our Nationally Recognised Mediation Training Course will provide you with the skills, knowledge and experience to enter the mediation profession and effectively mediate disputes.

TRAINING METHODOLOGY

We offer an intensive 5-day program featuring the latest exciting new approaches to mediation training and learning delivered in accordance with the Australian National Mediator Standards.



Using a combination of theory, activities and a series of mediation role play scenarios, participants will not only receive the knowledge they need but also regular one on one feedback regarding the development of their mediation process knowledge and skills throughout the duration of the program.

This will allow participants to complete the basic training requirements needed for national accreditation and if desired, undertake an Accreditation Assessment on the 6th day (the day following the 5 day program).

This is a fast track opportunity for participants to go all the way to eligibility for national accreditation in 6 days straight while receiving uncompromised top quality training and skills development focused on practice in the workplace environment.

OUR TRAINING TEAM

The course will be led by experienced facilitators, supervisors and trainers who are skilled as mediators. Our team are all adept at engaging the interest of participants, identifying and meeting their different needs and providing a safe environment in which participants can broaden themselves and practice their skills.



The facilitators are supported by a team of coaches - all experienced mediators who provide small group coaching and feedback to individual participants about their developing skills.

THE COURSE

Participants can expect to acquire an understanding of the theoretical and practical skills underpinning mediation and an awareness of the use of mediation in Australia with a special focus on mediation in the workplace context. The training course has a strong process and skills development orientation and will address:

- The practical and theoretical skills of mediation
- Increase understanding of issues contributing to conflict
- Dispute Resolution: what is it? The difference between decision making and facilitative problem solving
- Mediation models: types and differences. A proven mediation process adaptable to different types of mediations
- Sound theoretical frameworks in which to embed process and skills
- Identifying the skills associated with the facilitative model
- Communication skills for mediators: LARS: listening, acknowledging, reframing, summarising and questioning
- The legal landscape of workplace disputes, reviewing the various jurisdictions and your obligations
- Mediation in the workplace context including how to stage workplace mediations in different circumstances addressing the practicalities and pitfalls involved

This highly practical course will provide participants with:

- Readiness for Accreditation Assessment under the National Mediator Standards
- The knowledge and skills you need to be an effective mediator
- Experience mediating workplace dispute scenarios
- Practical tools to keep mediation parties focused
- Strategies to generate options and to break impasses in mediations
- The ability to develop & implement logical, sustainable agreements
- Personalised feedback from highly skilled mediators provided regularly during the course



Early registration is recommended as places are often in demand. (Maximum: 21 participants per workshop.) This training course costs \$3,450.00 (including GST).

Sometimes additional courses are scheduled and occasionally the dates for a particular course change.

TIME LINE

The program will take 38 hours delivered over 5 days (Monday to Friday) with regular feedback sessions and 9 role-play scenarios.

ACCREDITATION

Assessment for National Accreditation will be by way of role-play. Participants will have the opportunity to undertake accreditation assessment on a single day (the Saturday directly following the 5 day program) at a cost of \$550.00 (including GST). For more information on National Accreditation please visit www.ama.asn.au.

WHO SHOULD ATTEND

Anyone interested in developing practical mediation skills including: HR professionals, solicitors, barristers, academics, IR professionals/advocates, managers, government officers, psychologists, counsellors, union officers, complaints and dispute resolution officers.

REGISTRATION FORM

PAYMENT - This training course costs \$3,450.00 (including GST) Accreditation Assessment fee \$550.00 (including GST)

Name:

Occupation :

Organisation:

Address:

<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Telephone	Mobile	Fax

Email:

Please return this form to the AMA online or via email, fax or post; details below.

Please tick one of the following:

Yes Cheque (please make cheque payable to the Australian Mediation Association)

Yes Electronic Funds Transfer (please provide proof of transfer)

Commonwealth Bank of Australia

Australian Mediation Association

BSB: 064 121

Account: 10 200 135

Tax Invoice

Australian Mediation Association A.B.N. 40 315 480 252

GPO Box 1347, Brisbane Qld 4001

Training Course \$3,450.00 (including GST) Accreditation Assessment fee \$550.00 (including GST)

This document will be a tax invoice for GST purposes when you make payment. Please print and retain a copy for your GST records.

Cancellations: If cancelled within 2 weeks of the workshop a fee of \$275 will be charged.

Please charge my credit card (please tick)

Mastercard Visa Amex Diners

Card Number - -

Expiry date -

CSV Number (please insert last three digits from back of credit card)

Cardholder's Name:

Signature:

Please note: if you have completed this section, this is the account that will be debited for the training fees of \$3,450.00 (incl. GST) and should you wish to proceed to accreditation assessment, fees of \$550.00 (incl GST).