



Nationally Accredited

Mediation Training

Diversity of opinion is an asset to any organisation. Disagreements that spark into conflicts are a major expense. Understanding the difference – and knowing when and how to intervene – is a skillset every team needs.

Develop your strengths as a mediator and take the next step in your career with Canberra's leading practitioner network.

WHY MEDIATION?

Any healthy team will draw on the talents of a broad group of people. In an era of rapid technology and industry change, it's all the more important to promote robust discussion, genuine feedback and respectful working relations. The capacity to work in teams is highly valued – but the capacity to build and rebuild teams is even more highly prized. It's the key to a good business, as well as supportive communities.

Workplace law is leading as well as following modern practice. Mediation is increasingly a core component of the legal frameworks which govern industrial relations, commercial dealings and consumer relationships; as well as families and communities. These laws prioritise mediation as the best method of resolving disputes, steering parties away from expensive adversarial systems to lasting collaborative solutions.

Graduates from our programs work in a broad range of industries, including law, human resources, community services, healthcare, hospitality and education. They also use their skills in a variety of roles, from management to frontline service delivery.

"I have participated in other mediation training courses (short and long) and this is by far the most comprehensive and useful."

WHY CRS?

The Conflict Resolution Service (CRS) is the trusted name in community mediation in the ACT. We are the region's leading professional network of practitioners and trainers, with a record of service stretching back to 1988. We work with families, neighbourhoods, businesses and community organisations across the region to tackle the reality of human conflict.

All CRS training is backed by our 28 years' of experience in building and delivering industry-leading programs. We offer a unique blend of theoretical knowledge and practical insight, ensuring our graduates are well-equipped for the real-world challenges they will encounter.

Our courses are led by accredited senior professionals in mediation and its complementary fields. They are fully compliant with the requirements of the National Mediation Accreditation Standards and the Family Law Act.

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.

THE PROGRAM

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

"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."

DATES

CRS Mediation Training takes place over 7 days and includes at least 55 hours of face-to-face instruction. Whilst the National Standards require only a minimum 38 hours, our experience shows that the longer program is essential to prepare mediators for the real-world challenges they will face. Our extended program ensures all participants benefit from rich content, space to engage in discussions and access to Canberra's leading coaches. Conflict isn't resolved in a day – conflict resolution can't be learned overnight!

Please note that the course is sequential and attendance on each of the seven days is required.

"I found the course improved my understanding of conflict and fundamentally changed the way I approach conflict situations in my own life."

5 to 8 & 13 to 15 June 2017

7 Day Intensive Course

Course places are limited to optimise participant learning.

Super Early Bird Fee: \$ 2752.50 inc GST (ends 14/4/17)

Standard Fee: \$ 3670 inc GST

Fees are inclusive of assessment.

**Register Now! 02 6180 1888
or visit www.crs.org.au/training**



Conflict Resolution Service

Level 2 & Level 3 Griffin Centre
20 Genge Street, Canberra City

t: 02 6180 1888

e: training@crs.org.au

w: www.crs.org.au