



# Workplace Mediation Pathways

Leading the field in mediation

## Workplace Mediation & Conflict Training

Essential Training and Accreditation for Managers, Supervisors,  
Human Resources, Unions and Legal Professionals

25th - 27th October 2017  
30th - 31st October 2017

Gain essential skills.  
For National Mediation Accreditation  
and professional development.

## Sydney CBD





for further information contact

 **1300 610 599**

 [info@mediationpathways.com.au](mailto:info@mediationpathways.com.au)



**This course provides more than just generic Mediation training.  
It is uniquely tailored to Mediation practice in the Workplace.**

-  Learn how to apply Mediation practice to resolve complaints, conflicts and disputes in the workplace.
-  Learn how to conduct Mediations and how to maximize the success of dispute resolution in the workplace.
-  Learn how to be effective as an advocate in Mediations.
-  Successfully completing the course will meet the training requirements to apply for accreditation under the National Mediation Standards.\*\*

# Learning Outcomes

This course provides participants with the knowledge and skills:

- 🌀 to conduct a mediation
- 🌀 to effectively apply skills and techniques to mediation and workplace conflict
- 🌀 to manage mediation processes within the workplace
- 🌀 to understand the nature of workplace conflict
- 🌀 to be able to identify when internal or external mediation is appropriate
- 🌀 to understand where mediation fits with other policies, processes and legislative framework
- 🌀 to understand the role of HR/ ER in mediation
- 🌀 to create sustainable solutions



## Why this course

- 🌀 The trainers have significant experience in mediating workplace disputes, and with various interventions to manage complaints and conflict in the workplace.
- 🌀 The course provides an opportunity to discuss challenging workplace conflict and dispute issues with other workplace professionals and experienced dispute resolution practitioners.
- 🌀 Role plays and scenarios are workplace specific.
- 🌀 Experienced guest speakers from HR, Organisational Psychology and Employment Law.
- 🌀 All coaches and Assessors are experienced workplace mediators.
- 🌀 Successfully completing course meets training requirements to apply for accreditation.

# Training components:

The course combines presentations, role play scenarios and group exercises. It is a highly experiential and interactive course.

Participants benefit from one to one coaching from experienced practitioners while practicing as a Mediator.

Those wishing to be assessed in order to demonstrate competency or apply for accreditation under the National Mediation Standards will be assessed as a Mediator in a role play demonstration of 1.5 hours.

## The Trainers:

**Principal trainer, Salli Browning**, is a former CEO of one of Australia's leading ADR agencies and one of Australia's most experienced workplace Mediators. She has conducted hundreds of Mediation courses in Australia and in South East Asia.

Co trainers are experienced in workplace matters and experienced trainers.

## Participants Feedback



"The course has changed the way I address conflict situations. I now often 'information gather' from a person and allow them to air a complaint as they see it, prior to narrowing down those issues and then generating options."

"I think the course has really taught me how to listen and respond. It has significantly increased my genuineness of listening and how important (and useful) it is for complainants to feel listened to."

"I will recommend your course to others who are looking for skills in this area. It was engaging and quality training."

"It made me understand how to think differently and remain neutral in my role as a HR Manager. I have modified the way I conduct investigations, negotiations etc to ensure that I remain neutral to all parties."

## Duration

The course runs over **5 days** to meet the National Mediation Accreditation Standards of 38 hours. *(The Standards require an assessment of 1.5 hours, which is included in the final day of the course).*

Alternatively participants who do not wish to apply for National Mediation Accreditation can attend for **4 days** only.

# Cost

**\$3,150.**

For 5 days,  
(including assessment)

**\$2,800.**

**Early Bird discount**  
(payment received  
before 4 September 2017)

**\$2,520.**

For 4 days  
(not including assessment)

*\*(Prices incl GST). \*All costs include catering.*

## Discount

### Group, Travel, Not for Profit and Student

**10% Discount** applies when 3 or more participants from an organisation attend the same course, and

**20% Discount** applies when 5 or more participants from an organisation attend the same course.

**10% Discount** applies if a participant has to travel a distance requiring overnight stays in Sydney.

**10% Discount** applies if a participant is an employee or volunteer from a registered not-for-profit organisation.

**10% Discount** applies for students.

\*\*National Mediation Accreditation System (NMAS) The NMAS is a voluntary system under which mediators may choose to become nationally accredited through a Recognised Mediator Accreditation Body (RMAB). RMABs must meet certain requirements and are recognised by the Mediator Standards Board (MSB), established to develop and implement the NMAS.

To be accredited under the system mediators must meet minimum standards of training and assessment.

Re-accreditation occurs every 2 years and mediators are required to meet the hours of mediation and continued learning/education requirements specified in the Approval Standards. Mediators accredited under the system are also required to comply with the Practice Standards. A copy of each Standard is available at [www.msb.org.au](http://www.msb.org.au).