

# Australian Centre for Peace and Conflict Studies



'Let peace embrace the world' – Artwork by Jill Carter-Hansen, [www.visionaryimages.com.au](http://www.visionaryimages.com.au)

## ADVANCED COMMUNICATION SKILLS

### WORKSHOP DESCRIPTION

In this unit students will be considering advanced communication skills and explore recent developments in cognitive research, psychology and language studies that inform the practice of conflict resolution and interpersonal group communication. This communication both allows and calls for greater intentionality, acuity and analysis of process within the context. The unit has a focus on self-awareness as well as a focus on others including the collective. It also considers written, electronic, phones and visual communication skills with particular emphasis upon reframing and analysing messages and language.

Being able to communicate effectively with a wide range of people is essential in both personal and professional contexts and is explored in this subject. Also covered is a range of skills that are needed to achieve successful communication, as well as an understanding of personal style and how to adapt it to suit different situations and personality types. This workshop explores the role communications skills play in the effective prevention, management and resolution of disputes.



ALLAN PARKER

### PRESENTER

Allan Parker is an international negotiator, mediator and educator. Allan works with government, community and corporations including BNP, Choice, EWOV Victoria, Deutsche Bank, Investec, Microsoft, Exxon/Mobil, ABN Amro, Macquarie Bank, NSW Premier's Department, sustainable Energy Authority of Victoria, OECD in Paris and the Royal College of Physicians in London. He is Adjunct Professor at the College of Law and Business, University of Western Sydney and has guest lectured at the University of Technology, Sydney Graduate School of Management, Macquarie University as well as the Technical University of Budapest, Hungary. He is the author of *The Negotiator's Toolkit* and co-author of *Beyond Yes – Negotiating and Networking*, and author of the best selling *Switch on Your Brain*.

### DATES AND LOCATIONS

Melbourne	1–3 May and 4 June
Melbourne	22–24 October and 8 December

### TIME

From 9 am to 5 pm

### ELIGIBILITY

Students are expected to first complete Mediation or Negotiation before enrolling in elective courses.

### COST

Professional development participants: \$1600 includes GST. We offer a discount for a minimum group of three.

Postgraduate students: Please to: [www.uq.edu.au/study/index.html?page=947](http://www.uq.edu.au/study/index.html?page=947)

### MEDIATION AND CONFLICT RESOLUTION PROGRAM

The Australian Centre for Peace and Conflict Studies (ACPACS) presents a range of innovative courses in Mediation, Negotiation and Conflict Resolution in Melbourne, Brisbane and Sydney. The workshops are designed to meet the need for initial accreditation for entry-level recruits through to best-practice for experienced practitioners seeking advanced specialisation.

Presented by world class trainers, each ACPACS workshop is self-contained, and includes all the materials and resources required to complete coursework through self-study. By ensuring a flexible format, our workshops provide participants with great learning choices. As well, completion of ACPACS workshops may lead to postgraduate qualifications in a:

- Graduate Certificate in Mediation and Conflict Resolution
- Graduate Diploma in Mediation and Conflict Resolution
- Master of Mediation and Conflict Resolution

as well as other degree programs in law, social sciences and political science.

### FURTHER INFORMATION

Mediation and Conflict Resolution Program  
Telephone: 1300 364 562  
[www.uq.edu.au/acpac](http://www.uq.edu.au/acpac)

Professional development participants  
Email: [profstudy@uq.edu.au](mailto:profstudy@uq.edu.au)

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