



Australian Centre for Peace and Conflict Studies

Mediation and Conflict Resolution Program

WORKSHOP DESCRIPTION

Emotions affect almost every aspect of interpersonal exchange in negotiation and other conflict resolution processes, including our own behaviour and cognition, our opponents' interpretations and responses, as well as the perceived limits and actual outcomes.

In this workshop participants will explore the way emotions influence human behaviour and cognition in conflict and during conflict resolution processes such as negotiation, bargaining or mediation.

Other advanced skills and topics related to emotions and conflict, such as non-verbal communication, group identity and nationalism, aggression, cross-cultural differences and comparisons of online and face-to-face negotiations will also be covered.

The workshop is interactive and uses experiential learning to demonstrate the effect of positive (e.g. happiness) and negative (e.g. anger) emotions in conflict (especially in negotiation), while also teaching practical skills for monitoring and managing emotions in conflict.

Scholarly grounding will be applied in practical exercises and explained using interesting media.

Upon successful completion of the workshop, participants will have a good understanding of how emotions operate in conflicts and disputes and be equipped with techniques for managing their own and others' emotions.

LOCATION AND DATE

Brisbane	23-25 March
Melbourne	30-31 March and 1 April

TIME

From 10:00 am to 6:00 pm (Brisbane)
From 9:00 am to 5:00 pm (Melbourne)

COST

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

Postgraduate students please go to:
<http://www.uq.edu.au/acpacs/academic-programs>

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 and Brisbane. Our workshops are designed to meet the needs of people with no prior experience in conflict resolution, as well as experienced practitioners seeking advanced skills and specialisation.

Presented by world class trainers, each ACPACS workshop is self-contained, and includes all the materials and resources required. By ensuring a flexible format, workshops provide participants with great learning choices.

Completion of ACPACS workshops may lead to postgraduate qualifications in a:

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

Our courses may also provide credit towards other degrees and CPD points for a number of professional organisations.

“Emotions matter. Whether negotiating with an angry boss or an outraged teenager, emotions can derail you. Properly treated, however, they can help you achieve the results you want.”

Roger Fisher & Daniel Shapiro, *Beyond Reason*

ADVANCED SKILLS IN MANAGING CONFLICT (EMOTIONS)

www.uq.edu.au/acpacs



PROFESSOR DANIEL DRUCKMAN

Professor Druckman has published widely on such topics as negotiating behavior, nationalism and group identity, human performance, peacekeeping, political stability, nonverbal communication, and research methodology. He is a board member or associate editor of eight journals and co-edits a new book series on International Negotiation. He received the 1995 Otto Klineberg award for Intercultural and International Relations from the Society for the Psychological Analysis of Social Issues for his work on nationalism, a Teaching Excellence award in 1998 from George Mason, an award for the outstanding article published in 2001 from the International Association for Conflict Management (IACM), and the 2006 outstanding book award for *Doing Research: Methods of Inquiry for Conflict Analysis*. He is the recipient of the 2003 Lifetime Achievement award from the International Association for Conflict Management.

He is currently professor of public and international affairs at George Mason University and a professor at the University of Queensland's Australian Centre of Peace and Conflict Studies. He was formerly the Vernon M. and Minnie I. Lynch Professor of Conflict Resolution at George Mason, where he coordinated the doctoral program at the Institute for Conflict Analysis and Resolution. He is also a member of the faculty at Sabanci University in Istanbul, a visiting professor at National Yunlin University of Science and Technology in Taiwan and at the University of Melbourne in Australia. He has held senior positions at several consulting firms as well as at the U.S. National Academy of Sciences in Washington D.C. He received a Ph.D. from Northwestern University and was awarded a best-in-field prize from the American Institutes for Research for his doctoral dissertation.



DR NIKOLA BALVIN

Nikola Balvin is a senior researcher and trainer with the Australian Centre for Peace and Conflict Studies (ACPACS) at The University of Queensland. Prior to working with ACPACS, Nikola was the manager of the International Conflict Resolution Centre at the University of Melbourne. She has extensive research experience, having worked in government, academia and the corporate sector. Specifically, she has conducted research into ADR, peacebuilding and knowledge management for organizations such as the Department of Justice Victoria, Department of Treasury and Finance Victoria, and UNICEF headquarters in New York. In 2008, Nikola worked with Professor Tania Sourdin on a major Department of Justice research project, examining mediation in the Supreme and County Courts of Victoria.

Nikola's doctorate thesis in psychology examined prejudice towards and stereotyping of Aboriginal Australians and was completed at the University of Melbourne in 2007. Her other research interests include mediation and other ADR processes, peacebuilding, and refugee and asylum seeker issues. She is also a committee member of Researchers for Asylum Seekers, where she works to spread knowledge and advocate for the fair and compassionate treatment of refugees and asylum seekers in Australia.

Nikola has co-developed a multimedia package for teaching conflict mapping, and her publications and conference presentations include the topics of mediation, online dispute resolution, peacebuilding, reconciliation and asylum seekers issues. She is also often asked to facilitate community events and workshops in these areas.

KEY BENEFITS

- Increase your awareness of the psychological basis of emotions
- Gain a good understanding of how emotions affect negotiation outcomes
- Learn how to monitor your and others' emotions in conflict
- Develop advanced skills for managing emotions in a variety of conflict situations

Participants who attend this workshop may also be interested in attending the following:

- Advanced Communication Skills
- Transformative Mediation
- Conferencing

FURTHER INFORMATION

Mediation and Conflict Resolution Program

Telephone: 03 9863 2600

Facsimile: 03 9863 2699

Web: www.uq.edu.au/acpacs

Professional development participants

Email: acpacs.melbourne@uq.edu.au

Postgraduate students

Email: Samantha.Hardy@uq.edu.au



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