



Australian Centre for Peace and Conflict Studies Mediation and Conflict Resolution Program

WORKSHOP DESCRIPTION

Encounters with other cultures can be enriching experiences and lead to exciting opportunities. They can also lead to misunderstandings, frustration and conflict.

The aim of this workshop is to assist participants in increasing their awareness of their own cultural identity and how it impacts on their dealings with people from different origins.

Participants will be assisted in their development of cultural fluency and will gain insights into techniques useful for work in intercultural conflict situations.

ACPACS' approach to intercultural training is based on our goal to build opportunities for peaceful relationships and to create safe spaces in which ideas for peaceful co-existence can develop.

The course is highly interactive and blends presentations, group work, reflective exercises, case studies and an extended cross-cultural simulation exercise.

“Increase your awareness of your cultural identity and how it impacts on dealings with people from different origins.”

PRESENTERS

Dr Polly Walker, Paula Peterson and Serge Loode.

LOCATIONS AND DATES 2009

Brisbane	24 June 2009
Brisbane	14 October 2009
Melbourne	18 November 2009

TIME

From 9:00 am to 5:30 pm

COST

\$ 450 includes GST.

We offer a discount for a minimum group of three from the same organisation.

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

Many of our courses provide credit towards other degrees and CPD points for a number of professional organisations and for mediators under the National Mediator Accreditation Scheme.



DR POLLY WALKER

Dr. Polly O. Walker is of Cherokee and American Settler descent. She grew up in New Mexico, on the traditional lands of the Mescalero Apache and developed an interest in cross cultural competency and cross cultural conflict transformation through her experiences there.

She has extensive experience and degrees in education and was awarded a PhD at the University of Queensland for her work on transforming conflict between Aboriginal and Settler Australians. One focus of her thesis was an exploration of deep culture of Aborigines and settlers and the effect that such worldview differences have on appropriate and effective processes of managing conflict.

She has lectured in the Aboriginal and Torres Strait Islander Unit and in the Australian Centre for Peace and Conflict Studies at the University of Queensland. She currently holds a position as Postdoctoral Research Fellow with the University of Queensland where her work focuses on culturally appropriate ways of transforming intergenerational conflicts.



PAULA PETERSON

Paula Peterson is the Centre Development Manager for ACPACS. She comes to this role from a career spanning nearly 30 years of working in the community, government and tertiary education sector working with issues of culture and diversity.

Throughout this career she has brought a cultural analysis lens to understanding how cultural frameworks inform our way of working in and managing organizations, working in community, dealing with conflict, undertaking teaching and learning and conducting research.

Paula is originally a social worker by training and established and was the Director of the Queensland Program of Assistance to Survivors of Torture and Trauma for 12 years where she further developed skills in clinical and counselling work and organizational development.

Paula has also taught intercultural communication to undergraduates at the University of Queensland over a number of years.

SERGE LOODE

Serge joined ACPACS in 2005 after working as a lawyer in Germany. He is an accredited mediator and works with diverse groups and communities on dialogue and planning processes.

Serge has lectured in Mediation, Alternative Dispute Resolution and Cross-cultural Approaches to Mediation at UQ. He is an experienced conflict resolution trainer, facilitator and assessor.

Serge designs and conducts workshops in intercultural conflict resolution, peacebuilding and Creative Dialogue and Design (CDD) for community and corporate groups. He currently works with two city councils in Queensland on intercultural community peacebuilding projects.

KEY BENEFITS

- become more aware of how your personal assumptions shape conflict interaction and how you can better understand and deal with those perplexing and frustrating situations in which you do not know what you have done wrong.
- learn processes that help to recognise intercultural conflict early and to support cross-cultural fluency in diverse teams.
- gain awareness on how conflict resolution processes are shaped around cultural assumptions and how they can be tailored to better fit culturally diverse contexts.
- participate in a complex intercultural simulation that will help you increase your own cultural fluency.

FURTHER INFORMATION

Mediation and Conflict Resolution Program
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