



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

WORKSHOP DESCRIPTION

Mediation is an effective way of resolving conflict and is used in

- most Australian courts and tribunals
- outside the courts in the community, family, financial and business sector.
- international and environmental areas
- management and business to effectively prevent, manage and resolve disputes and complaints.

This interactive course is developed to meet the National Mediator Accreditation Standards, assisting participants to gain the essential negotiation, mediation and communication skills required to become an accredited mediator

Emphasising practical skills, participants practice the theory they've learnt by mediating and engaging in a range of conflict scenarios. Participants receive individual feedback on their style and overall performance by highly qualified practitioners.

KEY BENEFITS

- a strong grounding in problem solving mediation
- the practical skills needed to be a facilitative mediator.
- essential skills in negotiation, mediation and communication required to become an accredited mediator
- individual feedback from highly qualified and experienced practitioners

PRESENTERS

Mieke Brandon, Carole Grace and Dr Samantha Hardy, Director of Conflict Resolution and Practice, the Australian Centre for Peace and Conflict Studies, the University of Queensland.

The presenters will be supported by experienced practitioner coaches who will provide feedback on practical skills exercises and roleplays.

LOCATIONS AND DATES 2009

Brisbane	2-6 March
Melbourne	16-20 March
Melbourne	27-31 July
Brisbane	6-8 August & 13-14 August
Melbourne	26-30 October

TIME

From 8:30 am to 5:30 pm

COST

Professional development participants: \$2500 includes GST.

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

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

PLEASE NOTE *

Participants who wish to become accredited under the National Mediation Accreditation Standards will need to undertake additional formal assessment at the end of this course and meet the approval standards listed under the National Mediation Accreditation Scheme.

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 SAMANTHA HARDY

Sam is the Director of Conflict Resolution and Practice at the Australian Centre for Peace and Conflict Studies (ACPACS) at the University of Queensland. Sam practised as a litigation lawyer for some years before training as a mediator in 1997. Since then, Sam has taught law and conflict resolution to university students, lawyers and a wide range of people from private and public organisations. She also has a consultancy practice in facilitation, mediation and conflict coaching.

Sam is a Nationally Accredited Mediator and completed advanced negotiation training at Harvard Law School. She is also a CINERGY® trained Conflict Coach. Sam has a range of postgraduate qualifications in law, conflict resolution and teaching. Her PhD thesis examined the impact of different methods of dispute resolution on the health outcomes of personal injury litigants. Her Masters of Laws primarily focused on Trade Practices Law and Alternative Dispute Resolution. She also has a Graduate Certificate in University Learning and Teaching and a Bachelor of Arts (double major in French).

Sam has a particular interest in education and training and has been recognised as a leader in this field. She received a University Teaching Excellence Award in 2003, and a National Carrick Citation for an Outstanding Contribution to Student Learning in 2006. In 2006 she was also appointed a Fellow of the Higher Education Research and Development Society of Australia. Sam is also the Editor-in-Chief of the Legal Education Review, and is a member of the Executive of the Australasian Law Teachers' Association.



MIEKE BRANDON

Mieke Brandon (BA MSc (App)) has 20 years experience as a mediator, trainer, supervisor, mentor and coach in a range of settings. She commenced as a community mediator in 1989 and since 1993 has specialised in family and workplace mediation. She has also facilitated large group disputes as well as provided training in facilitation, team building, negotiation, conflict resolution, group dynamics, communication and counselling skills.

Mieke is a national accredited mediator, a registered FDRP and an advanced practitioner with the Association of Conflict Resolution (USA) and has presented at national and international conferences in Australia and overseas.

Mieke is also a researcher and author of many articles and co-author with Linda Fisher of *Mediating with Families* (2nd ed. Thomson Lawbook Co., 2009) and with Leigh Robertson *Conflict and Dispute Resolution* (Oxford University Press, 2007).

She currently is part of the national standards assessment team, conducts phone mediations and regularly lectures and tutors for a range of universities in Queensland.

Mieke is well known for her education, training and coaching expertise, using creative adult education principles and encourages the practice of reflection. She is an inspirational mentor and promotes the further development of beginner practitioners in all her work.

She considers herself a lifelong learner, integrating conflict resolution skills, knowledge and attitude not only in her work but also as part of her life.



CAROLE GRACE

Carole Grace has 21 years experience as a mediator. As one of the first Victorian government mediators, Gazetted in 1987, she mediated in programmes which introduced facilitative mediation as an alternative to litigation and adversarial processes.

Carole continues to be a sessional member of government mediation and conciliation panels and has her own consultancy.

Her skills as a mediator, facilitator, conflict Coach, communication trainer and in complaints handling enable her to provide a range of integrated dispute management, resolution and prevention services to clients in the corporate, government and not for profit sectors. This experience includes:

- commercial; community, workplace; partnerships;
- health, aged care and disability services;
- environmental
- education;
- boards and committees;
- adult family issues and multi party processes.

Carole has also contributed to the development of inhouse mediation programmes and mentoring and continuing professional development for mediators.

Carole is a Nationally Accredited Mediator and a conflict coach trained by CINERGY®. She has experience in inclusion of cultural diversity, interpreters and parties with disabilities, to enable equal participation in mediation.

Carole is a highly rated trainer, tutor and coach in mediation for universities and professional organisations.

FOR FURTHER INFORMATION

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Professional development participants

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Postgraduate students

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