



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.

PRESENTERS

Professor Nadja Alexander, Professor of Conflict Resolution and Dr Samantha Hardy, Director of Conflict Resolution and Practice (Melbourne), 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>

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.

"It's been excellent, extremely clear teaching, lots of support and encouragement, tremendous opportunity to put teaching into practice."



PROFESSOR NADJA ALEXANDER

Professor Alexander has extensive experience as a mediation practitioner, researcher, trainer and educational consultant in Australia and in more than 20 countries throughout Europe, the U.S., Asia and the Pacific. She mediates a wide variety of workplace, business, discrimination, cross-cultural and community conflicts.

Professor Alexander is a member of the Standards Commission of the International Mediation Institute based in the Netherlands. She is also a foundation member of the Mediation Jury in Germany, which is responsible for two national mediation prizes for practice and research respectively. In Australia she is a member of the National Alternative Dispute Resolution Advisory Council, the Law Council of Australia's ADR Committee, the Dispute Resolution Council of Queensland, and the ADR Committee of the Queensland Law Society.

Professor Alexander is well known for her innovation, energy and creativity in teaching, training and dispute resolution contexts. Her international education and experience bring a global perspective and interdisciplinary insight to her work. These qualities have been recognised through numerous awards for curriculum design and teaching innovation. From 1994 to 1997 Nadja was the recipient of five Excellence in Teaching awards. In 1997 she won the inaugural Australian Award for University Teaching in Law and Legal Studies. In 1998 Business Woman Magazine named her as one of Australia's Top Five Female Academics; and in 1999 she was a finalist in the Telstra Australian Business Woman of the Year Awards.



DR SAMANTHA HARDY

Sam is a senior lecturer in Conflict Resolution at the Australian Centre for Peace and Conflict Studies (ACPACS) at the University of Queensland and is the Coordinator of the Postgraduate Mediation and Conflict Resolution Program. 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 CINE RGY 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.

KEY BENEFITS

Participants will develop:

- 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

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.

Please contact ACPACS for more information or visit:

http://www.uq.edu.au/acpacs/documents/NMedAcc_Training.pdf

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

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