



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

WORKSHOP DESCRIPTION

Whether it's negotiating a creative legal settlement, a new business partnership or a family related issue, intelligent negotiating skills are required to reach an effective agreement.

Making a good deal is more than simply calculating cost-versus-benefit or risk-versus-reward.

This course focuses on negotiation analysis and strategic planning for successful negotiations. Addressed are issues such as:

- the management of underlying interests
- negotiation in conflict situations
- competitive versus co-operative approaches
- planning for complex negotiations
- dealing with difficult behaviour.

Participants will explore the role of negotiation in their personal lives, as well as an adjunct to litigation, contract formation, international negotiation and in general business practice. The course is centred on skills acquisition through practical exercises and is supplemented by conflict resolution theory and empirical studies.

PRESENTER

Mr Serge Loode, lawyer, mediator and conflict resolution trainer, facilitator and assessor.

DATES AND LOCATIONS 2009

Brisbane	28-30 July
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TIME

From 9:00 am to 5:00 pm

COST

Professional development participants: \$1600 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.

*'Not just an overload of "theory".
Great activities that allowed us to do
"practice" and increase our skills'.*



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

Serge designs and conducts workshops in intercultural conflict resolution, peacebuilding and Creative Dialogue and Design (CDD) for community and corporate groups and also regularly trains Residential Tenancies Authority Conciliators in shuttle negotiation and telephone conferencing.

Serge also currently works with two city councils in Queensland on intercultural community peacebuilding projects.

“Negotiation lies at the core of most conflict resolution processes. It is part of all of our lives and work.”

KEY BENEFITS

Participants will develop:

- the knowledge and skills needed to analyse and conduct effective negotiations
- techniques to identify and manage parties' needs and concerns
- tools to plan for complex negotiations
- approaches to manage difficult behaviour
- negotiation and communication skills through practical exercises

PLEASE NOTE

Participants may wish to expand on these skills by enrolling in ACPACS' advanced Negotiation course (Negotiation 2).

FURTHER INFORMATION

Mediation and Conflict Resolution Program

Telephone: 03 9863 2600

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Professional development participants

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Postgraduate students

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