



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 the skills and theories behind successful negotiations. Addressed are issues such as:

- the management of underlying interests
- conflict escalation
- 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 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

Ms Nicole Cullen, lawyer, mediator and expert in commercial dispute resolution.

DATES AND LOCATIONS 2009

Melbourne	15-17 September
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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 NICOLE CULLEN

Nicole Cullen has significant experience in assisting negotiations between business partners and colleagues in the workplace, negotiating disputes between investors and financial advisors and negotiating multi party disputes between government agencies and departments. She also has expertise in designing and evaluating complaints handling and dispute systems.

Nicole is a lawyer and also an accredited mediator under the National Mediator Accreditation System (NMAS). She obtained her law/arts degree from Monash University and her mediation qualifications from LEADR (the Association of Dispute Resolvers). She has undertaken post graduate studies in conflict resolution at La Trobe University and at CDR Associates in Colorado.

Nicole is an experienced trainer, having taught mediation courses for La Trobe University, the Australian Commercial Disputes Centre (ACDC) and LEADR. She has delivered leadership training for Pollak Learning Alliance, complaints handling workshops for ASFA and much more.

Nicole is regularly invited as a speaker at national conferences and forums and is an involved member of various panels and peak bodies, including; the ACDC Dispute Resolution panel; the LEADR panel; the panel of mediators for the Victoria Police and she is the Chairperson of the Victorian Chapter of LEADR.

As a director of Financial Services Complaints Pty Ltd Nicole Cullen provides advice and assistance (including mediation, negotiation, system design and training) to a range of corporate clients including superannuation funds, banks, ombudsmen, government departments and agencies and utilities.

KEY BENEFITS

Participants will develop:

- the knowledge and skills needed to 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

Facsimile: 03 9863 2699

Web: www.uq.edu.au/acpacs

Professional Development and Postgraduate Student Enquiries

Email: acpacs.melbourne@uq.edu.au

