





## **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](http://www.uq.edu.au/acpacs)

### **Professional development participants**

Email: [acpacs.melbourne@uq.edu.au](mailto:acpacs.melbourne@uq.edu.au)

### **Postgraduate students**

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