



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.

PRESENTERS

Dr Nikola Balvin and Ms Naomi Cukier - both are senior researchers and trainers in Conflict Resolution at the Australian Centre for Peace and Conflict Studies, The University of Queensland.

DATES AND LOCATIONS 2009

Brisbane	6-8 April
Melbourne	28-30 April
Brisbane	28-30 July
Melbourne	15-17 September

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, 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

Our courses may also provide credit towards other degrees and CPD points for a number of professional organisations.

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



DR NIKOLA BALVIN

Nikola Balvin is a senior researcher and trainer with the Australian Centre for Peace and Conflict Studies (ACPACS) at The University of Queensland. Prior to working with ACPACS, Nikola was the manager of the International Conflict Resolution Centre at the University of Melbourne. She has extensive research experience, having worked in government, academia and the corporate sector. Specifically, she has conducted research into ADR, peace-building and knowledge management for organizations such as the Department of Justice Victoria, Department of Treasury and Finance Victoria, and UNICEF headquarters in New York. In 2008, Nikola worked with Professor Tania Sourdin on a major Department of Justice research project, examining mediation in the Supreme and County Courts of Victoria.

Nikola's doctorate thesis in psychology examined prejudice towards and stereotyping of Aboriginal Australians and was completed at the University of Melbourne in 2007. Her other research interests include mediation and other ADR processes, peacebuilding, and refugee and asylum seeker issues. She is also a committee member of Researchers for Asylum Seekers, where she works to spread knowledge and advocate for the fair and compassionate treatment of refugees and asylum seekers in Australia.

Nikola has co-developed a multimedia package for teaching conflict mapping, and her publications and conference presentations include the topics of mediation, online dispute resolution, peace-building, reconciliation and asylum seekers issues. She is also often asked to facilitate community events and workshops in these areas.



NAOMI CUKIER

Naomi Cukier is a research and training officer with the Australian Centre for Peace and Conflict Studies (ACPACS), The University of Queensland. She has researched, trained and consulted on negotiation and conflict management in corporate, government, educational and legal sectors (nationally and internationally). Naomi was also a researcher at La Trobe University's Conflict Management Research Centre and co-ordinated negotiation and dispute resolution projects at The University of Melbourne's International Conflict Resolution Centre. She has researched for the International Mediation Institute (Netherlands) and undertaken other internationally focused research projects in the area of conflict resolution.

Naomi lectures in negotiation skills on a sessional basis, and has previously taught conflict management as part of The University of Melbourne Student Ambassadors Leadership Program. She has also run negotiation skills workshops for the Law Institute of Victoria's Young Lawyers and general lawyers division. Naomi has worked as a learning and development advisor in the legal industry and has consulted on negotiation with Conflict Management Australasia as well as various other consultancies.

Naomi has researched and published innovative articles on teaching negotiation skills. She has also presented papers on teaching negotiation skills at various conferences nationally and internationally.

Naomi is a qualified lawyer as well as a nationally accredited mediator with LEADR. She is currently undertaking a Masters in Law, specialising in alternative dispute resolution.

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
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