



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

### WORKSHOP DESCRIPTION

How do we develop the skills necessary to negotiate effective agreements? Here, we examine how we negotiate and how we measure the success of negotiations, and why negotiations succeed or fail.

By practising the essential skill of preparing for a negotiation as well as improving the skills of persuasion, listening and impasse breaking, you will develop advanced negotiation skills.

The type of situations that will be covered include:

- multi-party and complex negotiations, and
- dealing with difficult people and difficult issues.

Informative, practical and fun this workshop includes role plays, exercises and simulations relating to a range of negotiation contexts including commercial and/or business and legal.

### DATES AND LOCATIONS 2009

Brisbane	11-13 May
Melbourne	25-27 May
Brisbane	23-25 September
Melbourne	13-15 October

### 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.

*"I absolutely loved this course. I have learnt CRUCIAL theory and skills for my professional and personal life."*



## ALIKKI VERNON

Alikki Vernon currently teaches in the undergraduate and postgraduate conflict resolution course at La Trobe University. She has been involved in devising and conducting courses in dispute resolution at La Trobe Law, with a focus on teaching both mediation skills, as well as theoretical understanding. Alikki has served as a consultant to the Equal Opportunity Commission of Victoria, coaches in mediation for organisations such as Trillium and LEADR, and runs her own conflict resolution practice. She is presently writing a thesis on the use of conflict resolution processes in the mental health field, an area in which she has had experience for over seven years.



## DAVID MOORE

David Moore has taught in politics, history and law at Melbourne, Charles Sturt and La Trobe Universities. At Charles Sturt, he also coordinated the Justice Studies program and was involved in internationally influential reforms using the Conferencing process in the justice system. David worked in the Office of the Queensland Premier and Cabinet before co-founding Transformative Justice Australia, which trained Group Conference facilitators in Australia, North America and Europe, and provided conflict management and training services to key sectors of Australian industry, and community and government sectors. The Conferencing work was dramatised in David Williamson's Jack Manning Trilogy of plays. David's current work includes dramatising workplace situations for the change consultancy Primed, and making educational and training audio visual material for government and corporate sector organisations. David holds a PhD in history and psychosocial theory from Griffith University, and has published extensively in the area of conflict management and organisational governance.

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

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

## KEY BENEFITS

### Participants will develop:

- practical tools for principled, interest-based negotiations
- increased awareness of and skills to deal with emotions in negotiation
- constructive approaches for dealing with difficult multiparty negotiations
- techniques for breaking impasse

Participants may wish to expand on these skills by enrolling in the following workshops:

### Advanced Skills in Managing Conflict (Emotions)

- This course examines emotions, their presence and management in conflict resolution.

### Multi-Party Facilitation

- Used correctly, facilitation has a wide range of uses that are good for business and good for policy. This skills-intensive course will examine a variety of approaches to working with groups of many sizes and purposes.

## 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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