

TRANSFORMING CONFLICT

ADVANCED SKILLS TRAINING FOR MEDIATORS

www.uq.edu.au/acpacs



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

WORKSHOP DESCRIPTION

Transformative mediation aims to assist parties in getting clearer about their issues, moving from weakness to strength and from self-absorption to responsiveness. It allows parties to change the quality of their conflict interaction from negative and destructive to positive and constructive. The conversation enables people to identify possibilities that they didn't perceive or conceive were possible. The process that goes on creates an entirely new dynamic for the people involved. It creates an environment where parties are able to make informed decisions and engage in dialogue, leading to greater satisfaction in the outcome. Topics addressed in this workshop-based course include: understanding conflict patterns and dynamics, the mediator's approach to conflict, underlying premises & foundations of practice, identifying intervention opportunities, mediator responses and strategies, core skills, avoiding directiveness, integration of mediation with the legal process, power and fairness, and mediation ethics and mediation policy.

The curriculum and materials have been used widely to train mediators in Australia and overseas, including those in the United States Postal Service's award-winning workplace mediation program. There is a strong focus on simulations and coaching to develop practice skills.

This four-day course is suitable for mediators who have an interest in developing their conflict interaction skills and for non-mediators wishing to acquire high level mediation skills.

LOCATION AND DATES

Brisbane	22-25 July
Melbourne	5-8 August
Melbourne	4-7 November

TIME

From 9:00 am to 5:00 pm

COST

Professional development participants:
\$1800 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

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

CRICOS Provider Number 00025B



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

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PRESENTER JIM CYNGLER

Jim Cyngler is a mediator and barrister who mediates primarily in the commercial, construction and property areas. An accredited mediator since 1992, Jim has conducted over 2000 mediations and regularly trains and coaches mediation in Australia and overseas.

He has been involved in designing and implementing basic and advanced training for mediators. He is an associate of the American Institute for the Study of Conflict Transformation and a senior trainer for the Institute of Arbitrators and Mediators Australia and is a Principal Instructor under the Australian National Mediator Standards.

Jim specialises in facilitating parties in decision making, often in complex and / or high conflict circumstances. He brings a rich understanding in conflict, having studied a range of approaches to dispute resolution, including interest based mediation, transformative mediation, advanced communication, mindful mediation and working with high conflict people.

Jim also has a range of experience across the law, community and business which enlivens his practice as a mediator and trainer.

"I felt privileged to work with such a gifted mediator and challenged to re-think and refine my approach both as a participant in mediations and as a mediator."

Jim's insights and experience were invaluable to providing context and background for transformative mediation processes and have encouraged me to look to adopt it more frequently."

(Susan Zeitz, Principle, Peacemaker Solutions).

KEY BENEFITS

- Teaches understanding of conflict patterns and dynamics
- Changes the mediator's approach to conflict
- Enhances ability to assess and identify intervention opportunities
- Develops mediator responses and strategies
- Reinforces core mediation skills
- Supports parties own decision making
- Encourages and supports self-empowerment
- Encourages and develops direct dialogue
- Enables parties to have informed decision making
- Opens up possibilities in the workplace

FURTHER INFORMATION

Mediation and Conflict
Resolution Program
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