

**mindfulmediation**

*where psychology meets the law for conflict resolution*

## **WORKPLACE MEDIATION TRAINING - NATIONAL MEDIATOR ACCREDITATION SYSTEM (NMAS) 5 DAY COURSE**

**18-22 November 2013 - Sydney**

---

### **Overview**

The **5 Day Workplace Mediation Training – National Mediator Accreditation System (NMAS)** gives you the tools to run a successful workplace mediation process, and meets the requirements for National Accreditation under the National Mediator Accreditation System (NMAS).

Participants will learn how to:

- Conduct and manage a workplace mediation using a proven process
  - Understand workplace conflict and the organisational context
  - Develop high level communication skills
  - Understand the theoretical and legislative framework
  - Work with people in conflict (role of HR, managers, and third parties)
  - Determine whether an internal or external mediator is required
  - Understand when to use mediation and when not to
  - Work with vulnerable people
  - Ensure sustainable resolutions
- 

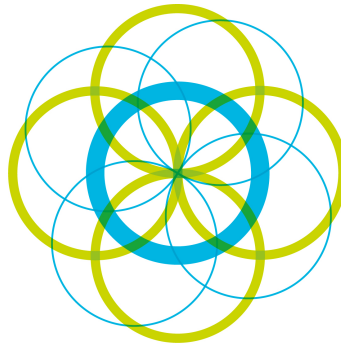
### **Who should attend**

HR practitioners, managers, psychologists, counsellors, lawyers, case managers, rehabilitation providers, employment law and industrial relations specialists, complaint handlers, customer service managers, people wishing to develop their workplace conflict resolution skills or develop professionally.

**Level 29, Chifley Tower, 2 Chifley Square, Sydney, NSW 2000**

**T: 1300 MINDFUL (646 338) | M: 0410 346 946 | F: 02 9293 2930**

**E: [info@mindfulmediation.com.au](mailto:info@mindfulmediation.com.au) | W: [www.mindfulmediation.com.au](http://www.mindfulmediation.com.au)**



**mindfulmediation**

*where psychology meets the law for conflict resolution*

## Program Outline

---

The Workplace Mediation Training National Accreditation Course is designed to provide you with National Accreditation specific to the workplace.

### What The Course Includes

You will obtain:

- A step-by-step guide on how to run a successful workplace mediation process
- Opportunity to participate in 9 mediation role plays
- All role-plays are based on workplace scenarios
- Individual feedback on your mediation skills from highly skilled coaches
- 38 hours of training
- Training from two highly experienced expert workplace mediators
- Certificate of attendance

### Benefits of Completing the Workplace Mediation Training

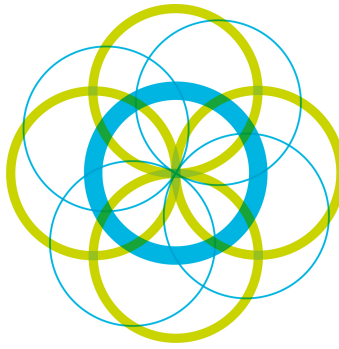
You will benefit from:

- Fast-tracking your workplace mediation skills (learning from close to 15 years combined workplace mediation experience)
- Develop specific workplace mediation skills so that you are ahead of the game, knowing what to expect right from the start of your career.
- A multi-disciplinary approach to conflict resolution (our facilitators and coaches specialise in organisational (business) psychology, law, mediation, leadership development, human resources, executive coaching, education, training, and occupational therapy)
- A practical and interactive course designed to increase your confidence in resolving workplace conflict.
- The ability to apply for National Mediator Accreditation under the National Mediator Standards at the conclusion of the course.

Level 29, Chifley Tower, 2 Chifley Square, Sydney, NSW 2000

T: 1300 MINDFUL (646 338) | M: 0410 346 946 | F: 02 9293 2930

E: [info@mindfulmediation.com.au](mailto:info@mindfulmediation.com.au) | W: [www.mindfulmediation.com.au](http://www.mindfulmediation.com.au)



**mindfulmediation**

*where psychology meets the law for conflict resolution*

**Program Facilitators**

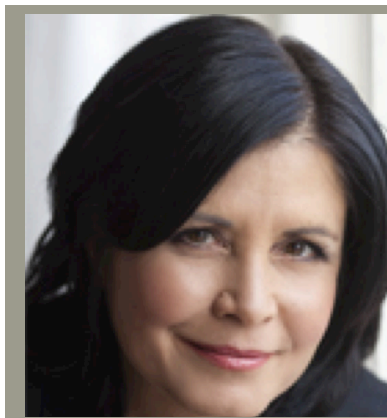
**Caryn Cridland & Michelle de Vries**

Mindful Mediation is a specialist workplace mediation, facilitation, coaching and training organisation that provides services to leading organisations around Australia. Mindful Mediation works with a diverse range of clients including leading global corporations, federal, and state government organisations, and not-for-profit organisations.

**Caryn Cridland** is the Founder of Mindful Mediation. Caryn is a Registered Psychologist (specialising in Organisational Psychology), admitted as a Solicitor, a Nationally Accredited Mediator, Leadership Development Consultant, Part-Time Lecturer (of post-graduate subjects, Mediation Practice, and Psychology and Dispute Resolution), at the University of Technology, Sydney, Yoga and Qi Gong Teacher.



Caryn has been resolving workplace conflict since 2006, including team and multi-party mediations, facilitations, and team building. She also has in-depth experience in leadership development (including facilitating group training sessions and one-on-one coaching on topics such as leadership style, emotional intelligence, conflict resolution, communication and personality).



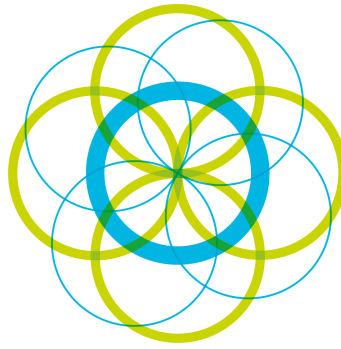
**Michelle de Vries** has a background in commercial law and has extensive experience in dispute resolution. She has been practicing as a mediator since 2000 and has facilitated settlement in more than 1,000 disputes. She conducts workplace mediations for Mindful Mediation.

Michelle has mediated and negotiated outcomes in a wide range of settings including large private and government organisations, and small businesses. She has trained in Motivational Interviewing and Non-Violent Communication.

Level 29, Chifley Tower, 2 Chifley Square, Sydney, NSW 2000

T: 1300 MINDFUL (646 338) | M: 0410 346 946 | F: 02 9293 2930

E: [info@mindfulmediation.com.au](mailto:info@mindfulmediation.com.au) | W: [www.mindfulmediation.com.au](http://www.mindfulmediation.com.au)



**mindfulmediation**

where psychology meets the law for conflict resolution

## Feedback from Workplace Mediation Training Participants

---

This is a sample of feedback from a recent Workplace Mediation Training workshop. All participants rated the facilitator and the workshop 5/5 on every measure, aside one who rated it 4/5:

*"Inspiring, authentic. Reaching far beyond technical skills to the heart of mediation. Opening up possibilities for participants and extending resources for practice."* **Ewa Grajewska – HR Consultant / Mediator**

*"Caryn's presentation was in my opinion quite unique in holding the attention of the group over the whole 3-day period. Her presentation was excellent and her style thoroughly engaging. I found the workshop thoroughly informative and very enjoyable."* **Sue Blashki – Former Magistrate / Mediator**

*"Excellent communication. Passionate about what she does. Walks the talk. Exceptionally well-presented and researched. Materials comprehensive. Remarkable reflection on practice and integration of materials and knowledge into a person-centred mediation practice. Exceptional practical tips and tools."* **Robyn Greaves – HR Consultant**

*"The pace was perfect so that the content was covered as promised – yet every opportunity was explored for additional personal needs. Caryn used her skills, knowledge as a model for learning. Her sharing of her experience was so generous and valuable. Not a power point presentation in sight! This was the most wonderful, confirming, educational workshop. Caryn tapped into everyone's skills and needs."* **Carol Churchill – Case Manager and Mediator**

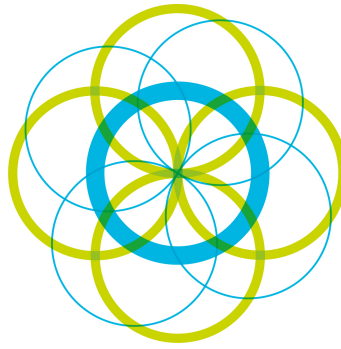
*"Very calm and tranquil presence. Very real. I appreciated the effort put into the materials and the days. Learnt a lot and really motivated to move towards workplace mediation with more confidence. Great that the course covered not only process. Loved the self-care which is often forgotten about."* **Yula Blecher – FDRP / Mediator**

*"A wonderful, thorough job, professional and personable. I want to thank you in particular for the incredible resources you have collated and shared. The pre-reading, course material and tools are beyond wonderful and infinitely appreciated."* **Bianca Keys – Mediation Specialist / Conflict Coach**

Level 29, Chifley Tower, 2 Chifley Square, Sydney, NSW 2000

T: 1300 MINDFUL (646 338) | M: 0410 346 946 | F: 02 9293 2930

E: [info@mindfulmediation.com.au](mailto:info@mindfulmediation.com.au) | W: [www.mindfulmediation.com.au](http://www.mindfulmediation.com.au)



**mindfulmediation**

*where psychology meets the law for conflict resolution*

## A Sample of Feedback from Mindful Mediation Clients

---

“At first I felt like I needed a restraining order and we finished mediation with a hug and laughing together – truly amazing! I never would have believed we could achieve agreements and move forward with such a dramatic change in attitude, with trust and respect. You helped us dig deep to reach agreements and secure sustainable outcomes – real cures, not just band-aids for superficial wounds. I’m starting to see a vision of the future much better now, and will be able to move out of survival mode.”

**Senior Manager, Financial Services, Sydney**

“The benefits we received as a result of the mediation process were better management skills in the area of staff relations, recognising unhelpful behaviours in self and staff, and adjusting them accordingly. I would recommend your service to others who are in the same situation as myself, who are seeking to remedy difficult problems within their teams. I would also recommend your service for personal development for management. I think your process and how you went about the service was a great tool that could be utilised in other situations by management.”

**Program Coordinator, Higher Education Institution, Melbourne**

The specific benefits we received as a result of the mediation process were improved communication and collaboration between the two employees involved; a marked improvement in the general atmosphere within the Sales department with a much more friendly, cooperative and warmer feeling being detected, which is quite positive. Both involved staff members also appear happier when compared to before the mediation.

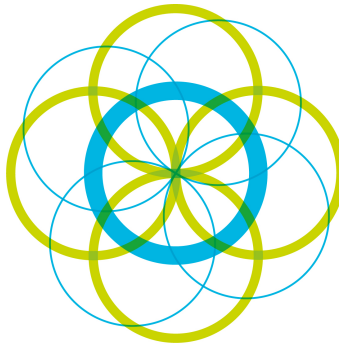
I would recommend your services to any organisation that is experiencing conflict/friction between two employees where communication, cooperation and general productivity is impaired. The mediation process in my opinion would assist in repairing these relations and improving the general atmosphere/mood within the department involved.”

**Human Resource Manager, Manufacturing Company, Sydney**

Level 29, Chifley Tower, 2 Chifley Square, Sydney, NSW 2000

T: 1300 MINDFUL (646 338) | M: 0410 346 946 | F: 02 9293 2930

E: [info@mindfulmediation.com.au](mailto:info@mindfulmediation.com.au) | W: [www.mindfulmediation.com.au](http://www.mindfulmediation.com.au)



**mindfulmediation**

*where psychology meets the law for conflict resolution*

## Cost of The Workplace Mediation Accreditation Course

---

### **Early Bird Rates Until 31 October:**

\$3,100 per person (plus GST & Booking Fee)

### **Standard Workshop Fee:**

\$3,400 per person (plus GST & Booking Fee)

### **NMAS Accreditation**

If you wish to gain accredited under the National Mediation Standards you will be required to complete a 1.5 hour video role-play assessment. The fee for this assessment will be \$560.

### **Guarantee**

We offer a 100% money back guarantee if you are not entirely happy with the course content and the trainer who delivered the course.

### **National Mediator Accreditation System (NMAS)**

Mediators are able to apply to become nationally accredited by a Recognised Mediator Accreditation Body (RMAB). The NMAS is a voluntary system, however, many organisations and bodies are now requiring that mediators meet the National Mediator Accreditation Standards. For more information on the Standards and Accreditation please see: [www.msb.org.au](http://www.msb.org.au).

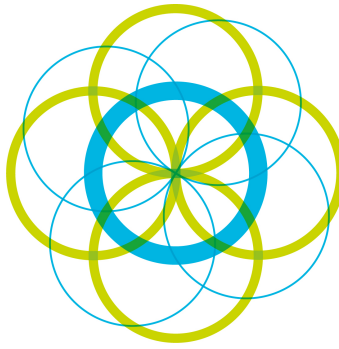
### **Please Note**

Full payment is required to secure your spot and complete your registration. If you are unable to attend the training, a cancellation fee of 50% of the total cost is withheld for cancellations more than 2 weeks before the course. A cancellation fee of 100% of the fee is payable for cancellations made less than 2 weeks before the course. You are welcome to send a substitute participant.

Level 29, Chifley Tower, 2 Chifley Square, Sydney, NSW 2000

T: 1300 MINDFUL (646 338) | M: 0410 346 946 | F: 02 9293 2930

E: [info@mindfulmediation.com.au](mailto:info@mindfulmediation.com.au) | W: [www.mindfulmediation.com.au](http://www.mindfulmediation.com.au)



**mindfulmediation**

*where psychology meets the law for conflict resolution*

---

## Registration - Workplace Mediation Training (NMAS)

**Please register for the training using Eventbrite:**

<https://workplacemediationaccreditation.eventbrite.com.au>

You can also access this link from the REGISTER NOW button on our website:

<http://www.mindfulmediation.com.au/workplace-mediation-training-course/>

**Email:** [alexis@mindfulmediation.com.au](mailto:alexis@mindfulmediation.com.au)

**Call:** 1300 MINDFUL (646 338) if you have any questions

Level 29, Chifley Tower, 2 Chifley Square, Sydney, NSW 2000  
T: 1300 MINDFUL (646 338) | M: 0410 346 946 | F: 02 9293 2930  
E: [info@mindfulmediation.com.au](mailto:info@mindfulmediation.com.au) | W: [www.mindfulmediation.com.au](http://www.mindfulmediation.com.au)