

mindfulmediation

where psychology meets the law for conflict resolution

ADVANCED WORKPLACE MEDIATION TRAINING

11 to 13 November 2013 - Sydney

Overview

Fast Track your workplace mediation career with Advanced Workplace Mediation Training. The Training Program focuses on micro-skill building using a multi-disciplinary approach including evidence-based psychological, and leadership development strategies and techniques that have successfully resolved hundreds of workplace conflicts for a diverse range of organisations.

The methodology outlined in this Program gets results – regardless of people involved, the type of issues, or the size and type of organisation.

Mindful Mediation's proven unique methodology has successfully resolved hundreds of workplace conflicts for a diverse array of organisations.

Industries include: Television, Telecommunications, FMCG, Insurance, Banking and Finance, Legal, Agriculture, Manufacturing, Retail, Superannuation, Hospitality, Higher Education, Education, Child Care, Foster Care, Science, Not-For-Profit, Law Enforcement, Medical, Technology, IT, Community Services, Health, Engineering, Aviation, Crime, Taxation, and Transport.

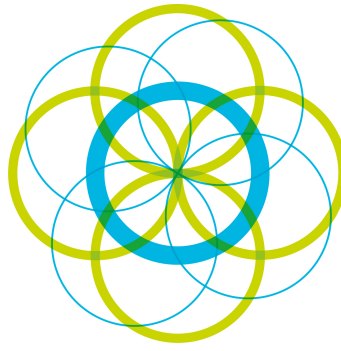
By the end of this specialist workplace mediation training you will feel confident in knowing what to do at each stage of the workplace mediation process from the initial referral of the conflict, to assisting the parties draft agreements, and making recommendations to organisations to prevent future issues.

You will have a step-by-step guide on how to conduct workplace mediations to reduce any fears and anxiety you may have in relation to conducting specialised workplace mediations within any organisation. Once you have attended this course you will look forward to resolving workplace conflict!

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

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

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Highlights

- Obtain 10 years of practical, useful knowledge and experience from a leading workplace mediator.
- Move your knowledge from theory to practical experience in 3 days
- Discover how to develop your future workplace mediation practice using proven successful techniques from an industry leading mediator
- Set and achieve your goals by having your progress monitored through an individual coaching session and 6 hours of mentoring sessions all included in the one price

Is This Training For You?

Workplace mediation training is for HR practitioners, managers, psychologists, counsellors, lawyers, case managers, social workers, rehabilitation providers, employment law and industrial relations specialists, complaint handlers, customer service managers, and other individuals wishing to develop their workplace conflict resolution skills or develop professionally.

How is the Course Delivered

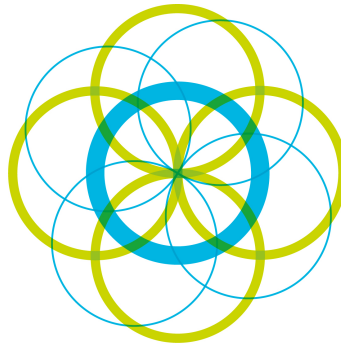
This Comprehensive Training Program includes:

- pre-reading and reflection
- 3-day workshop
- 6 x 1-hour online group mentoring sessions to embed the learning (you are encouraged to bring any challenges you are facing in your practice)
- 1-hour telephone individual debrief with Caryn Cridland
- detailed, comprehensive workbook

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Program Outline

The Advanced Workplace Mediation Training will help you consistently and successfully resolve high conflict, complex workplace conflicts.

What The Course Includes

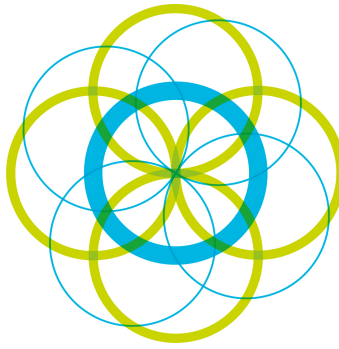
You will obtain:

- A proven step-by-step methodology for successfully resolving and managing workplace conflict from start to finish (designed and used by a Leading Workplace Mediator / Psychologist / Lawyer / Leadership Consultant)
- Evidence-based psychological tips and strategies for each stage of the mediation process
- Leadership development tools and techniques to assist with coaching mediation clients
- Practical tips for every stage of the mediation process
- The unique attributes of the workplace context
- How to assess for suitability for mediation in the workplace context
- How to determine the most appropriate dispute resolution process for workplace conflict
- How to work with vulnerable people, and people with mental health concerns in mediation
- Relevant Employment Law
- Bullying complaints and investigations, Workers' Compensation Cases
- Working with people in conflict (role of HR, managers, and third parties)
- Determining whether an internal or external mediator is required
- Practical approaches for responding to power and emotional dynamics

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- Confidentiality in mediation and reporting back to the organisation
- How to make recommendations (with regard to conflict, culture, structure or system) to prevent or minimise future issues
- How to ensure resolutions are sustainable

Practical Workplace Mediation Experience

For the first time we will be offering limited co-mediation opportunities for some course participants to accompany experienced mediators to actual mediation jobs Mindful Mediation are conducting. Additional Fees are required as this is an optional extra. Spots are limited so please register your interest early.

Program Facilitator - Caryn Cridland

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.

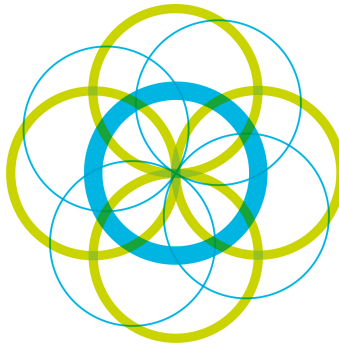


Caryn has been resolving workplace conflict since 2006, including team and multi-party mediations, facilitations, and team building. She also has in-depth experience in leadership development (including facilitating group training sessions and one-on-one coaching on topics such as leadership style, emotional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

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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**

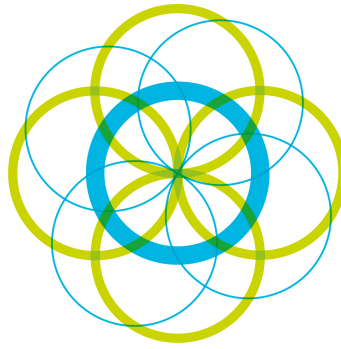
"Very calm and tranquil presence. Very real. I appreciated the effort put into the materials and the days. Learnt a lot and really motivated to move towards workplace mediation with more confidence. Great that the course covered not only process. Loved the self-care which is often forgotten about." **Yula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

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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.

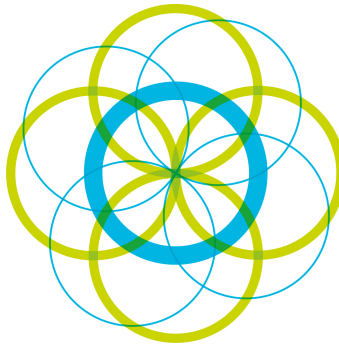
I would recommend your services to any organisation that is experiencing conflict/friction between two employees where communication, cooperation and general productivity is impaired. The mediation process in my opinion would assist in repairing these relations and improving the general atmosphere/mood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

Human Resource Manager, Manufacturing Company, Sydney

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Cost of Advanced Workplace Mediation Training

Early Bird Rates Until 31 October:

\$3,300 per person (plus GST & Booking Fee)

Standard Workshop Fee:

\$3,800 per person (plus GST & Booking Fee)

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.

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.

Registration - Advanced Workplace Mediation Training

Please register for the training using Eventbrite:

<https://advancedworkplacemediationtraining.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/>

Email: alexis@mindfulmediation.com.au

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

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