

mindfulmediation

where psychology meets the law for conflict resolution

ADVANCED WORKPLACE MEDIATION TRAINING

23-25 July 2014 – Canberra

Overview

Fast Track your workplace mediation career with Advanced Workplace Mediation Training. The Training 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 Training 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.

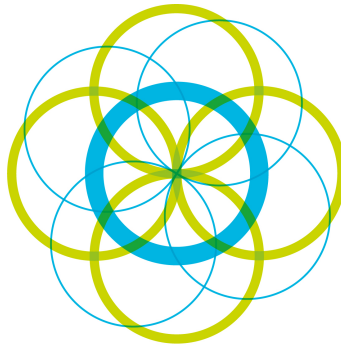
By the end of this Advanced Workplace Mediation Training you will feel confident, knowing what to do at each stage of the workplace mediation process from the initial referral of the conflict, to assisting the parties draft agreements, and making recommendations to organisations to prevent future issues.

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
 - The Advanced Workplace Mediation Training will help you consistently and successfully resolve complex workplace conflicts.
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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?

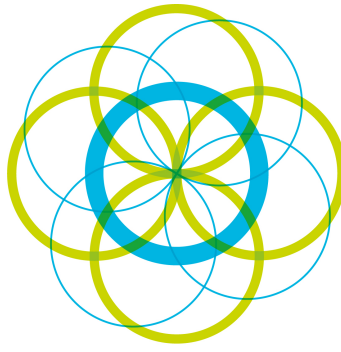
This Comprehensive Training Program includes:

- pre-reading and reflection
 - 3-day workshop
 - detailed, comprehensive workbook
 - morning and lunch on all days
-

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What The Course Includes

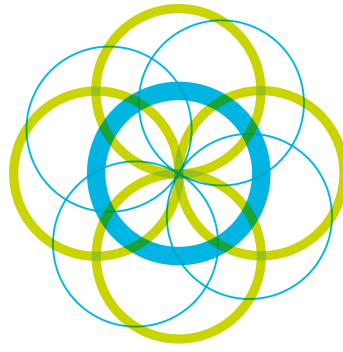
You will learn:

- 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
- 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

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Training Facilitator - Caryn Cridland

Mindful Mediation is a specialist workplace mediation, and leadership development consultancy that provides services to leading organisations around Australia. We are dedicated to helping leaders and organisations build stronger workplace relationships, create positive organisational cultures, and prevent, resolve, and manage workplace conflict.

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, a Yoga and Qi Gong Teacher.

Caryn has been mediating since 2002, and resolving workplace conflict since 2006. Since then she has resolved numerous workplace disputes for hundreds of organisations in a wide variety of industries, including team and multi-party mediations, facilitations, and team building. She also has in-depth experience in leadership development. Caryn has coached and facilitated training for leaders and other professionals since 2007 on topics such as leadership style, emotional intelligence, conflict resolution, communication, and personality).

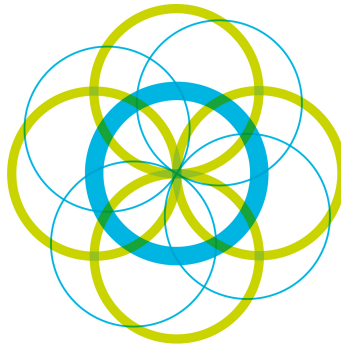
Caryn's passion is to turn challenges into positive sustainable outcomes. She does this by helping people create their own learning opportunities, and find meaning in life and business challenges. Caryn's unique style is to combine professional development opportunities with every day challenges leaders face, including conflict and crises. This approach is particularly effective in helping leaders and others create sustainable changes in their professional and personal lives.



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Feedback from Advanced Workplace Mediation Training Participants

SAMPLE OF FEEDBACK FROM WORKPLACE MEDIATION TRAINING WORKSHOP

**All participants rated the facilitator and the workshop 5/5 on every measure,
aside one who rated it 4/5:**

Ewa Grajewska – HR Consultant / Mediator

“Inspiring, authentic. Reaching far beyond technical skills to the heart of mediation. Opening up possibilities for participants and extending resources for practice.”

Sue Blashki – Former Magistrate / 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.”

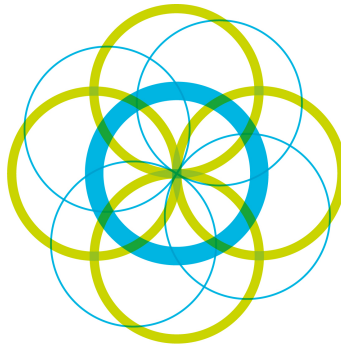
Robyn Greaves – HR Consultant

“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.”

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Carol Churchill – Case Manager / Mediator

“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.”

Yula Blecher – FDRP / 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.”

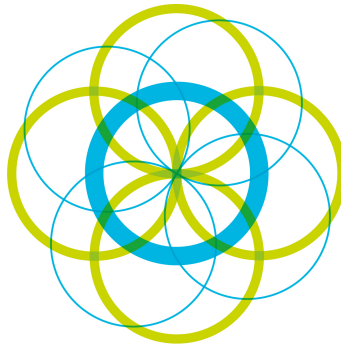
Bianca Keys – Mediation Specialist / Conflict Coach

“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.”

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A Sample of Feedback from Mindful Mediation Clients

SAMPLE OF FEEDBACK FROM MEDIATION CLIENTS

Head of Finance, Insurance

"I don't think anyone could possibly understand the process or the benefits if they haven't been through mediation."

Senior Manager, Financial Services

"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."

Program Coordinator, Higher Education Institution, Melbourne

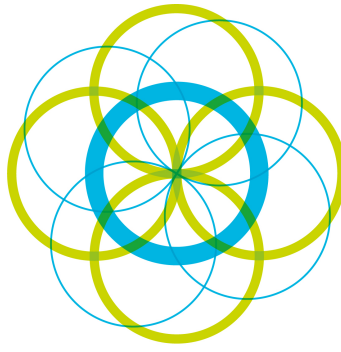
"The benefits we received as a result of the mediation process were better management skills in the area of staff relations, recognising unhelpful behaviours in self and staff, and adjusting them accordingly."

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."

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Senior Manager, Higher Education, Sydney

"I was sceptical and unsure whether any different outcome could be achieved from the existing situation of conflict. I thought I understood why the conflict situation had evolved and that it was largely outside my control or influence. The services of Mindful Mediation "Magic" (my insertion, hereafter referred to as MMM) were put forward by my Director and on recommendation from our Human Resources Unit. Therefore I was more a conscript than a volunteer.

In the longer term (6 months after) it has enabled me to take a very positive approach to career and life change. The consultation sessions with Mindful Mediation were always positive and non-blaming, while still challenging. In the midst of a difficult conflict situation there are issues of self-doubt, which can impede seeing the transformational elements and a positive way forward. Mindful Mediation assisted me to change some aspects of my daily life rather than blaming others. Six months on, this positive transformation has continued and I have made changes and decisions I never thought I could have made.

I recommend the services of MMM to anyone who has reached the limit of their interpersonal skills or emotional intelligence in resolving a situation of personal conflict. Given our own blind spots it may be difficult for you to "see" your limit has been reached. My recommendation is as follows – "Mindful Mediation opens the gateless gate to a transformation of your most difficult working relationship."

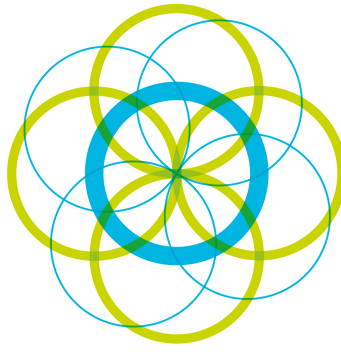
Head of Production, The Arts

"The mediation process gave me a better understanding of my colleagues and our functional relations, and improved our means of communications. As someone initially cynical of mediation, I think that many types of organisation could benefit from this approach. Caryn did a terrific job."

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Human Resource Manager, Manufacturing Company, Sydney

“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.”

Manager, Higher Education, Sydney

“I was concerned that mediation would be done using a superficial “business speak” approach and not get to the bottom of the very human issues at the heart of our communication problems.

Mindful Mediation’s approach guided me safely through personal change which has helped me not only in the current situation, but will be valuable for the rest of my working life.

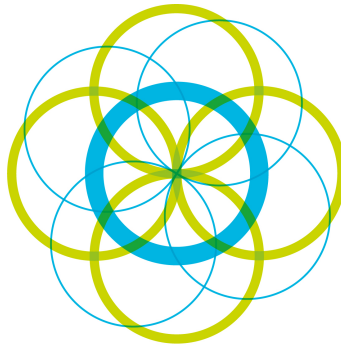
I have a much greater understanding of the role I need to play to make working an enjoyable, productive and harmonious experience. Specifically, I have learned how to ask for what I need from my boss in a way that encourages a productive working relationship.

I would recommend Mindful Mediation’s services to anyone wanting or needing to learn about their own work style, and how to work smoothly and enjoyably with others... I guess that’s everyone!”

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Head of Commercial Services, The Arts

“Mindful Mediation’s services were recommended to the Director of our organisation. The benefits I received through the coaching process were learning different, very useful tools to deepen reflections about work relationships, and to understand myself, and my reactions in various situations with people I work with. The tools are practical and easy to use too. I have enjoyed your support and “company” for the past 12 months. Our meetings have been very helpful as my view of my workplace when I met you was pretty grim. Many thanks.”

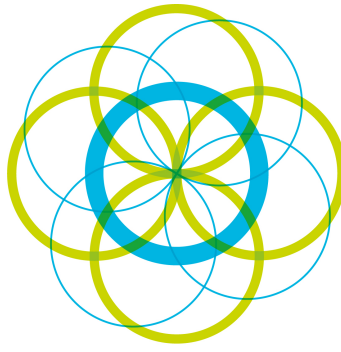
Chief Executive Officer, Not-for-Profit

“I used Mindful Mediation services previously and thought they were excellent, so I was very much looking forward to having the next session. There was one person on the team who was very skeptical at first but after the workshop he was very impressed with the outcome and could see the benefits of what we did. As a result of the work we did with Mindful Mediation, the new team is now clearer on our differing communication styles and approaches to work. We are all more “bigger-picture” people, which creates the challenge of keeping an eye on the detail. I would recommend Mindful Mediation’s services to other organisations that may need team building / clarity of preferred communication styles, etc. I have enjoyed working with your team. Keep up the good work.”

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Cost of Advanced Workplace Mediation Training

Early Bird Rates Until 1 July 2014:

\$2,500 per person (plus GST & Booking Fee)

Standard Workshop Fee:

\$3,000 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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