

mindfulmediation

where psychology meets the law for conflict resolution

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

3-4 and 12-14 November – 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 training requirements for National Accreditation under the National Mediator Accreditation System (NMAS).

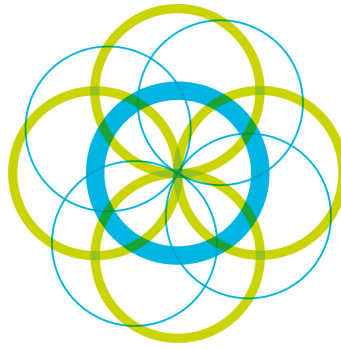
Participants will learn how to:

- 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 professionals, managers, psychologists, counsellors, lawyers, case managers, rehabilitation consultants, employment lawyers, employee relations 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
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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

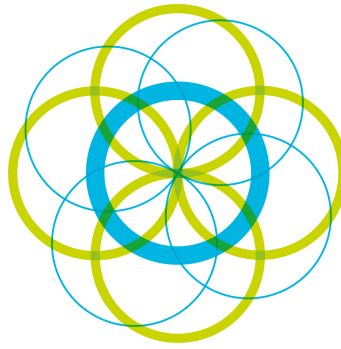
You will obtain:

- A step-by-step guide on how to run a successful workplace mediation process (380 page manual!)
- 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 lead facilitator with 8 years 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.



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Lead Facilitator – Caryn Cridland

Mindful Mediation is a specialist workplace mediation, and leadership development consultancy providing services to leading organisations.

Mindful Mediation is dedicated to helping leaders and organisations build stronger workplace relationships, create positive workplace cultures, and prevent, resolve, and manage workplace conflict.

Mindful Mediation also trains mediators and other professionals in workplace mediation, conflict resolution and communication skills – mediation accreditation, basic, and advanced level training.

Mindful Mediation works with a diverse range of clients including leading global corporations, federal, and state government organisations, and not-for-profit organisations.

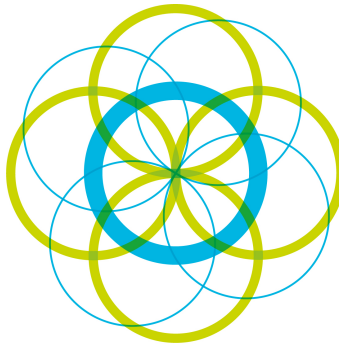
Caryn Cridland is the Founder of Mindful Mediation. Caryn is a Registered Psychologist (specialising in Organisational Psychology), admitted as a Solicitor, a Nationally Accredited Mediator, Leadership Development Consultant, Part-Time Lecturer (of post-graduate subjects, Mediation Practice, and Psychology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

Caryn's unique passion is to turn challenges into positive sustainable outcomes. She does this by helping people to create their own learning opportunities, and find meaning in life and business challenges.



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Feedback from 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:

Sue Milton – Manager, Not-for-Profit

“Caryn was very professional in her presentation but at the same time was “real”. Definitely sets a high standard for herself and this shows in aspects of training sessions. Excellent pre-course material. Made understanding of, and preparation for, the course much easier. Manual was well-constructed, easy to follow, and read. Workshop exceeded my expectations. I would definitely recommend the course to any person in a managerial position that is required to deal with staff and have an understanding of the importance of being unbiased in workplace issues. Thank you Caryn for enhancing my ability to work in this field.”

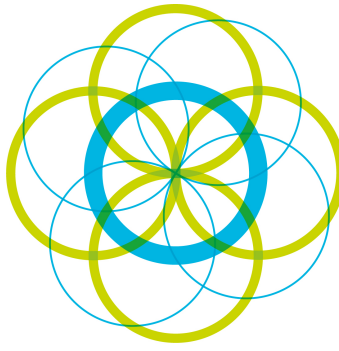
Ewa Grajewska – HR Consultant / Mediator

“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.”

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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.”

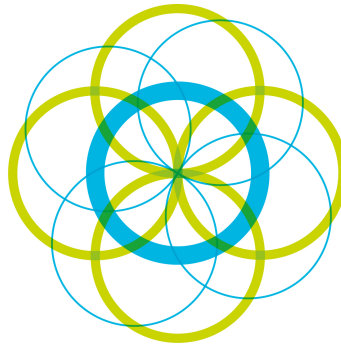
Ruth Feeger – Return to Work / Workplace Consultant

“I have been turning over the experience of the training etc since finishing on Friday. Been trying to analyse why it was so therapeutic to participate, and decided that it touched on a deep value which I have been yearning to cultivate for a long time. My time is now to implement a plan for developing skills. I found the experience provocative, exciting, affirming, comforting, nourishing, and nurturing. Thank you for a wonderful few days Caryn. Just loved your manner and communication style. The self work that you have been doing shows so well, and has provoked me significantly in considering many areas of my own self improvement. Relaxed, invitational around discussion, patient and flexible. Very interesting workshop, anchored in the research. I thought the group dynamics were exceptional, in huge part to the way you managed the delivery of the teaching and the content.”

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.”

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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.”

A Sample of Feedback from Mindful Mediation Clients

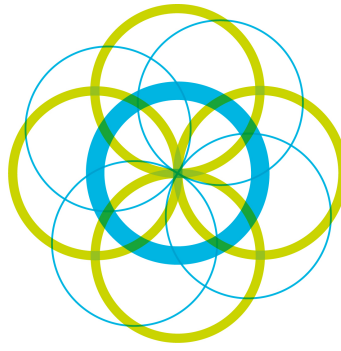
Head of Finance, Insurance

“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.”

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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.”

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.

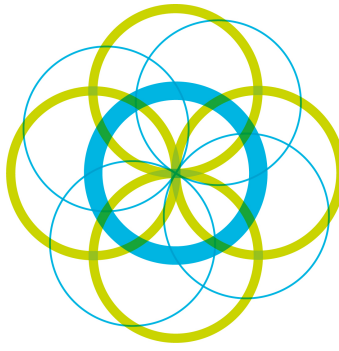
I recommend the services of MMM to anyone who has reached the limit of their interpersonal skills or emotional intelligence in resolving a situation of personal conflict. Given our own blind spots it may be difficult for you to “see” your limit has been reached. My recommendation is as follows – “Mindful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

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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.”

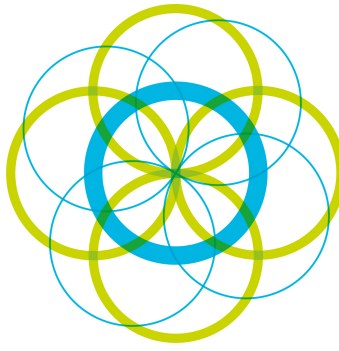
Manager, Higher Education, Sydney

“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.”

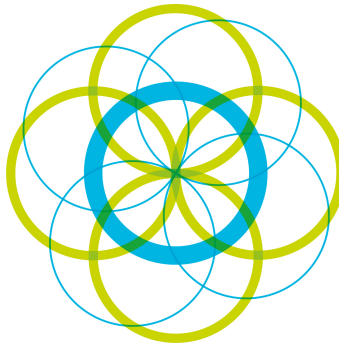
Chief Executive Officer, Not-for-Profit

“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.”

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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Cost of The Workplace Mediation Accreditation Course

Early Bird Rates Until 3 October 2014:

\$3,100 per person plus GST.

Standard Workshop Fee:

\$3,400 per person plus GST.

Please note credit card payments incur an extra 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 around \$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.

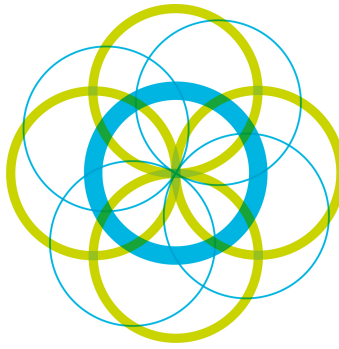
National Mediator Accreditation System (NMAS)

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.

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.

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Registration - Workplace Mediation Training (NMAS)

Please register using the REGISTER NOW button on our website:

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

Email: alexis@mindfulmediation.com.au

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

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