

## **What will I learn in my nationally accredited mediation course**

**MEDIATION** is a process of conflict resolution that facilitates the communication between people and helps those in conflict understand the other person's point of view.

Our intensive mediation courses are for those who wish to learn the skills required for creative conflict resolution i.e. to develop knowledge and techniques of mediation which will be useful in either a present or future job. Mediation is a very useful skill to possess, as it is a crucial part of conflict management. Managers, human resource officers, coaches -- many professions can benefit from developing such skills.

The course also allows a deeper understanding of how conflict occurs and how the language we use can affect others.

The course has an excellent theoretical component but also provides hands-on work with a substantial number of practical tips included.

Those completing the course will be able to mediate in a range of situations including; Family, Parent/Adolescent, Workplace, Neighbourhood disputes and many other common disputes people find themselves in.

The first three days of the course teach you the steps that a mediator uses when conducting a session. It includes, setting the scene for the parties in attendance, gaining an understanding of their stories, setting an agenda that helps them focus on what they need to talk about and finally assisting them negotiate and reaching an outcome. The course is taught in stages with a demonstration for each section by the trainer and detailed explanations on why we use the process.

Following the initial basic training we then move forward in putting it all together and assisting you in preparation for your final assessment (independent of the trainer). At all times during these final sessions, we move forward at a pace you are comfortable with.

Each participant is also provided with a comprehensive manual for the course which includes not only the process of mediation but lots of additional tips e.g. conducting an in-take session, working with interpreters, how to write an agreement, steps around negotiating with parties etc.

***Importantly, there are no hidden costs in this course. Your final assessment is included in the price as is the first two years of your national registration. Each participant may also seek additional one on one time for the first six months meeting with the trainer online to review mediation sessions they may have completed or ask additional questions.***

You are always welcome to contact me to discuss any other questions you may have. You can either give me a call on 0412102801 or have a live chat via zoom.