



Fighting Fair (level 1)

Mediation & conflict resolution training

Auckland – NZ (April 18&19)

The Course

This interactive and stimulating 2 day course will assist professionals to explore conflict and impart the essential principles and process of mediation. The structured 5-step mediation model and specific conflict resolution skills will be presented and practiced. The course can be utilised in many different areas of conflict e.g. client work, workplace disputes and interpersonal conflict.

The training is endorsed by the **Australian Association of Social Workers (AASW)** and the **Australian Psychological Society (APS)**.

Learning outcomes

On completing the 2-day course, participants will be able to:

- Identify factors contributing to possible causes of conflict and barriers to resolution
- Identify the different levels of conflict and approaches to conflict situations
- Identify the conditions under which mediation is an appropriate intervention and how it differs from the counselling process
- Identify where mediation fits as an Alternative Dispute Resolution (ADR) process
- Identify the skills, qualities and attitudes that a mediator requires
- Identify the underlying concepts and principles of the mediation process
- Identify and demonstrate an understanding of the 5-stage mediation model
- Identify the various cultural considerations when mediating with Culturally and Linguistically Diverse (CLD) or Maori (Indigenous) communities / families
- Identify and demonstrate characteristics of a mindful mediator

Topics covered

- Conflict characters
- The mediation models (solo & co-mediation)
- Mediator listening skills ('mirroring', reflecting, reframing)
- Intake assessments (how to assess whether mediation is appropriate)
- Formal and informal use of mediation (with practice in a supportive environment)

Fighting Fair:

Training workshops * In-house training * Mediation facilitation * Secondary consultations

Venue	Rydges Auckland - 59 Federal Street, Auckland
Times	Day 1: 9:15 – 4:15 Day 2: 9:00 – 4:00
Catering	A healthy vegetarian working lunch, as well as morning and afternoon tea will be provided.
Materials	Each participant will receive a training manual.
Cost	\$450+GST (AUD) for early bird (2 months prior) or AASW members. \$480+GST (AUD) for normal registrations. Full payment is required to confirm your place. It is advisable to register early.
Cancellation	If there is more than 4 weeks notice, a \$60 administration fee applies. Between 2-4 weeks, 25% of the total is payable. Less than 14 days, 50% is payable. If less than 48 hours notice (business hours) is given, full payment is required.
Registration	Log onto www.fightingfair.com.au and fill in the online registration form.

Presenter profile

Scott Dutton has more than 15 years in the welfare and training fields. He has mediated more than 200 formal mediation sessions in the areas of parent/adolescent, workplace, student/student, and family law conflict. Scott has trained more than 5000 professionals, teachers and students. In addition, he has supervised/inducted many new mediators into the field. Scott's qualifications include a BSW and BSc. (Psych. major). He has also completed a Masters level short course in Conflict Coaching, a Certificate IV in Assessment & Workplace Training, is a member of VADR (Victorian Association of Dispute Resolution) and the AASW. Scott is also a committee member of the Byron Bay Youth House.

Scott has worked with a number of the leading mediation agencies, including the Family Mediation Centre & REFS. He has worked for two Reconnect programs and as a training consultant in schools. Scott has a private practice as a mediator, works as a mediation consultant for Access Programs Australia and as a conference convener for Juvenile Justice. He facilitates training workshops for professionals through-out Australia & New Zealand. Scott also facilitates in-house trainings for organisations (which have included NSW Ombudsman, UnitingCare, Vision Australia, Griffith Uni., Anglicare & Tafe SA).

Further information

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