

Accredited Workplace Mediation Training



Gain the skills, tools, and credentials to resolve workplace conflicts as a mediator. This course is aimed at HR professionals, managers, case managers, health professionals and other individuals involved in employee management, health and well being and workplace support services.

This course provides more than just generic Mediation training. It is uniquely tailored to Mediation practice in the Workplace

- Learn how to apply Mediation practice to resolve complaints, conflicts and disputes in the workplace.
- Learn how to conduct Mediations and how to maximize the success of dispute resolution in the workplace.
- Learn how to be effective as an objective advocate in Mediations.
- Successfully completing the course will meet the training requirements to apply for accreditation under requirements to apply for accreditation under the National Mediation Standards.

LEARNING OUTCOMES

This course provides participants with the knowledge and skills

- to conduct a mediation
- to effectively apply skills and techniques to mediation and workplace conflict
- to manage mediation processes within the workplace
- to understand the nature of workplace conflict
- to be able to identify when internal or external mediation is appropriate
- to understand where mediation fits with other policies, processes and legislative framework
- to understand the role of HR/ ER in mediation
- to create sustainable solutions

AT A GLANCE



Next Training Dates

TBA



Duration

5 day accredited course:
9am – 5pm



Qualification

Accredited Workplace
Mediation (NMAS) (RMAB)



Location

9/27 Yallourn Street
Fyshwick, ACT 2609



Food & Drink

All food and drinks provided



Assessment

Presentations, role play
scenarios and group exercise



Cost

Cost per person \$2,995 ^{+GST}
2 or more people \$2,750 ^{+GST}
(Limited to 12 participants)

WHY THIS COURSE

- The trainers have significant experience in mediating workplace disputes, and with early intervention processes to manage complaints and conflict in the workplace.
- The course provides an opportunity to discuss challenging workplace issues with other workplace professionals and experienced dispute resolution practitioners.
- Role plays and scenarios are workplace specific.
- All coaches and Assessors are experienced workplace mediators.
- Successfully completing the course meets training requirements to apply for National Mediation Accreditation

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Training components

The course combines presentations, role play scenarios and group exercises. It is a highly experiential and interactive course. Participants benefit from one to one coaching from experienced practitioners while practicing as a Mediator.

Those wishing to be assessed in order to demonstrate competency or apply for accreditation under the National Mediation Standards will be assessed as a Mediator in a role play demonstration of 1.5 hours.

The Trainers

Principal trainer, Salli Browning, is a former CEO of one of Australia's leading ADR agencies and one of Australia's most experienced workplace Mediators. She has conducted hundreds of Mediation courses in Australia and in South East Asia.

Co trainers are experienced in workplace matters and experienced trainers.

WHO SHOULD ATTEND

HR professionals, Managers, supervisors, Return to Work Coordinators, Rehab Providers, industrial and employment relations advocates, legal professionals and anyone interested in seeking National Mediation Accreditation.

DURATION

The course runs over 5 days to meet the National Mediation Accreditation Standards of 38 hours. Alternatively participants who do not wish to apply for National Mediation Accreditation can attend for 4 days only.

**For more information contact Fiona on 0402 114 148
or email admin@rehabilitationsspecialists.com.au to register**

Upon receiving your registration, we will send you an invoice with payment information. Registration will be considered complete only after receiving a payment.

IN PARTNERSHIP

Workplace Mediation Pathways, is in partnership with The Rehabilitation Specialists to deliver this comprehensive training program.



**National Mediation Accreditation System (NMAS) The NMAS is a voluntary system under which mediators may choose to become nationally accredited through a Recognised Mediator Accreditation Body (RMAB). RMABs must meet certain requirements and are recognised by the Mediator Standards Board (MSB), established to develop and implement the NMAS. To be accredited under the system mediators must meet minimum standards of training and assessment. Re-accreditation occurs every 2 years and mediators are required to meet the hours of mediation and continued learning/education requirements specified in the Approval Standards. Mediators accredited under the system are also required to comply with the Practice Standards. A copy of each Standard is available at www.msb.org.au