



Fighting Fair (level 1)

Mediation & conflict resolution training

March 29th & 30th
Cairns

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)**. It attracts **24 CPE points** through the AASW and **14 Generalist PD points** through the 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 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)

- Dates** March 29th & 30th
- Venue** Novotel Cairns Oasis Resort – Lake St, Cairns.
- Times** 9:15 – 4:15
- Catering** A healthy lunch and morning / afternoon tea will be provided.
- Materials** Each participant will receive a training manual.
- Cost** **\$340+GST** for AASW members or **\$370+GST** for non-members. Full payment is required to confirm your place. It is advisable to register early to reserve a place.
- Cancellation** If there is more than 4 weeks notice, a \$40 administration fee applies. Between 2-4 weeks, 25% of the total is payable. Less than 14 days, 50% is payable. If less than 24 hours notice 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 10 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 4000 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 on the Byron Bay Youth House Management Committee.

Scott has worked with a number of the leading mediation agencies, including the Family Mediation Centre & REFS Training and Consulting Services. He has also 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 facilitates training workshops for welfare and education professionals in VIC, QLD, SA, NSW, TAS, ACT and NT. Scott also facilitates in-house trainings for organisations (which has included NSW Ombudsman, UnitingCare, Vision Australia, Griffith Uni., Anglicare & Tafe SA).

Further information

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