

Do you want to Mediate for the Dispute Resolution Branch?

The Central Queensland Dispute Resolution Centre (CQDRC) is looking to recruit new mediators and has a limited number of funded (free) training places available to eligible applicants.

If you are interested in mediating for the Branch on a casual basis, you will be required to successfully complete Mediation Skills Training and Australian National Mediation Accreditation. You also need to be available during work hours to conduct mediations. People from culturally and linguistically diverse backgrounds and Aboriginal and/or Torres Straight Islander peoples are encouraged to apply.

Please send an Expression of Interest cover letter and your resume by 1st May 2012 to:

The Co-ordinator
Central Queensland Dispute Resolution Centre
PO Box 542
Rockhampton Q 4700

For more information about the Dispute Resolution Branch, refer to www.justice.qld.gov.au/drb or call the Central Queensland Dispute Resolution Centre Office on (07) 49 384249.

Dispute Resolution Branch

Mediation Skills Training

Background

The Dispute Resolution Branch (DRB) was established by the Queensland Government to provide confidential and impartial mediation services to the community.

Since its inception, Dispute Resolution Centres (DRC) have been established throughout the state to provide local mediation and facilitation services.

Training

This course in mediation skills is based on the DRB's Mediator training program. This course provides participants with:

- a structure for the conduct of mediations
- the ability to adopt an impartial role as a mediator
- a framework on which to build further skills.

At the end of this course participants are expected to be able to plan and set up a simple mediation session and manage the various stages of the process competently. The course also provides an excellent conceptual framework and general skills for people engaged in simple disputes and enables them to integrate skills gained in the course into current or proposed areas of work or interest.

Who can benefit from this course?

This course is designed for any person wishing to learn about the theory and practices of mediation, conflict management and negotiation skills. It is also beneficial for those who wish to update their knowledge and skills in these areas.

Training approach

The training course is based on adult learning

principles, comprising:

- formal presentations and demonstrations
- group discussion and debriefing
- structured exercises
- simulated roleplays
- coaching and feedback.

To learn effectively, people need to be able to take risks. As a training group, the following principles are important to enable this:

- respect for each others' views and opinions
- willingness to participate along with a 'right to pass'
- openness to feedback.

Coaching

Coaches are experienced mediators trained to supervise role plays and provide constructive feedback to participants throughout the course. Their role is to support and coach participants as they develop new skills. Coaches will also assist the trainers in assessment. During role plays, the ratio of coaches to participants is 1:4.

Assessment

Participants will be assessed via participation and role plays. Coaches and/or trainers will observe participants to ensure they meet the criteria outlined in the training manual. Participants who meet all criteria will be issued a certificate of attainment. Participants who do not meet all criteria will be issued a certificate of attendance. (To gain competency, these participants may choose to undertake further training with the DRB at their own expense.)

Partnership with Griffith University (GU)

This course forms part of the subject offerings in GU's Graduate Certificate in Dispute Resolution. Participants who complete this training course successfully may enrol directly into the relevant GU course.

See www.griffith.edu.au/school/law for further information.

Other training packages offered by the Dispute Resolution Branch

The Dispute Resolution Branch offers a range of training courses in conflict management for both individuals and organisations. Courses are offered all year round, in various locations around the state and vary in length from one to five days. Training courses are offered in:

- Conflict management
- Facilitating effective groups
- Negotiation skills
- Managing difficult behaviours
- Prevention of workplace bullying
- Workplace conflict resolution
- Restorative justice.

Training courses can be tailored to your organisation's needs. Contact the Dispute Resolution Branch for further information.

To register

Complete a registration form and fax it to (07) 3239 6284 or send it with payment to GPO Box 149, Brisbane Qld 4001.

For more information

Phone: (07) 3239 6277 or 1800 017 288

Email: trainingdrb@justice.qld.gov.au

Website: www.justice.qld.gov.au/drb



Training registration form

This form should be used to apply and pay for training courses. Please fill out both sides and return your completed form by fax, post or email. See details on page two. Please print clearly and do not use correction fluid.

Please note: Your place in a course is **only** confirmed when you receive a confirmation email. If you do not receive an email within 5 working days please contact our office on (07) 3239 6277.

Personal details (all fields required)

Please fill out all fields and post, fax or email to the address above. You are required to supply your name and an address for correspondence. Additional contact details will help us to deal with your application, and to correspond with you in the manner you prefer.

Name

☐

Dr

☐

Mr

☐

Mrs

☐

Ms

☐

Miss

Organisation

Address of attendee

Postcode

Phone

Mobile

Special dietary requirements

Email

Where did you hear about our training program?

Payment Details

I will be paying by:

(a)	☐ Cheque / Money Order (attach to form)		
(b)	☐ Credit Card (complete card details below)		
(c)	☐ Invoice Requested (complete invoice details)		
(a) I have enclosed a cheque payable to the Dispute Resolution Branch for		\$	
(b) Debit my credit card ^	\$	☐ Visa	☐ MasterCard
Expiry Date (MM / YY)			
Card Number			
Name of Bank/Credit Union			
Name on Card			
Signature of cardholder			
(c) Name and address of company/individual to be invoiced			
		Post Code	
Supporting Documents (only required for full time student and pension card holders)		☐ I have included a copy of my concession card for verification	

The Department of Justice and Attorney-General is collecting the information on this form for the purpose of processing your request for training. This information is used by authorised departmental employees. Your personal information will not be disclosed to third parties without your consent or unless authorised or required under law.

Training details

* Concession price is applicable to full-time students and pension card holders only. Please include a copy of your concession card with payment.

Training course	Location	✓	Dates	Cost
Mediation skills (includes DVD)	Brisbane		13 – 17 February 2012 (five days)	\$1870.00 (\$1545.00*)
			26 – 30 March 2012 (five days)	
			30 April – 4 May 2012 (five days)	
	Mackay		16 – 20 April 2012 (five days)	
	Cairns		28 May – 1 June 2012 (five days)	
	Rockhampton		28 May – 1 June 2012 (five days)	
	Townsville		04 – 08 June 2012 (five days)	
Mediator Development PD1: Professional Development 1 PD2: Professional Development 2 NMAA: National Mediator Accreditation Assessment <i>Please allow a minimum of six weeks between the completion of your five day course and the commencement of your NMAA. Please note: attainment level in five day course is required to attend NMAA.</i>	Brisbane		28 February 2012 (PD1)	\$1005.00 (\$875.00*) for the three day package. <i>Participants may attend one or two days if preferred at \$370.00 a day.</i>
			29 February 2012 (PD2)	
			01 March 2012 (NMAA)	
			09 May 2012 (PD1)	
			10 May 2012 (PD2)	
			11 May 2012 (NMAA)	
	Mackay		24 May 2012 (PD1)	
			25 May 2012 (NMAA)	
Mediation skills DVD			State quantity	\$115.00 each
Facilitating effective groups	Brisbane		15 – 17 May 2012 (three days)	\$1005.00 (\$875.00*)
Restorative justice	Brisbane		22 – 24 February 2012 (three days)	\$1005.00 (\$875.00*)
Workplace conflict resolution MDB: Managing difficult behaviours NS: Negotiation skills PWB: Prevention of workplace bullying	Brisbane		06 March 2012 (MDB)	\$1005.00 (\$875.00*) for the three day package. <i>Participants may attend one or two days if preferred at \$370.00 a day.</i>
			07 March 2012 (NS)	
			08 March 2012 (PWB)	
			29 May 2012 (MDB)	
			30 May 2012 (NS)	
			31 May 2012 (PWB)	
	Townsville		29 May 2012 (MDB)	
			30 May 2012 (NS)	
			31 May 2012 (PWB)	
	Cairns		11 April 2012 (MDB)	
			12 April 2012 (NS)	
			13 April 2012 (PWB)	
	Wide Bay		13 June 2012 (MDB)	
			14 June 2012 (NS)	
			15 June 2012 (PWB)	

Please note: Fees include GST, course materials, catering and a certificate or receipt upon completion. Courses are subject to numbers; prices are subject to change.

Cancellation Policy: No refunds or transfers to a later course can be made less than 14 days prior to commencement of the course (except with a medical certificate or in exceptional circumstances). However, should you be unable to attend, a substitute delegate is welcome. ^The Dispute Resolution Branch reserves the right to contact applicants where credit card details are incorrect or incomplete.

Please print this form and return via

Email: trainingdrb@justice.qld.gov.au OR

Fax: (07) 3239 6284 OR

Post: Dispute Resolution Branch, GPO Box 149, Brisbane, QLD, 4001

Enquiries

Training Support Officer

Telephone: (07) 3239 6277

Email: trainingdrb@justice.qld.gov.au

Website: www.justice.qld.gov.au/drb