

## Dispute Resolution Branch

### Facilitating Effective Groups 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 three-day course is for people wishing to improve their skills in facilitating group decision making processes and assisting groups to achieve productive outcomes. The course also addresses management of conflict in groups.

The course introduces participants to:

- determinants of an effective group
- stages of group development and the dynamics associated with each stage
- steps required to prepare participants for effective group interaction
- a step-by-step framework for the facilitation of group interaction including the construction of goal statements and agendas, exploration of interests and construction of agreements
- typical group decision-making processes.

#### Who can benefit from this course?

This course is designed for people who currently facilitate groups or are seeking promotion where group facilitation will be expected. It is also beneficial for those who wish to update their knowledge and skills in this area.

#### 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.

#### Assessment

Participants will be assessed via active 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](http://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 vary in length from one to five days.

#### Training courses are offered in:

Mediation skills  
Conflict management  
Negotiation skills  
Managing difficult behaviours  
Prevention of workplace bullying  
Workplace conflict resolution.

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

#### To register for any DRB course

The training course registration forms are available online or by calling or emailing the training section of the DRB.

Phone: 07 3239 6277  
Email: [trainingdrb@justice.qld.gov.au](mailto:trainingdrb@justice.qld.gov.au)  
Web: <http://www.justice.qld.gov.au/drb>