

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.)

Dispute Resolution Branch

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/dr