

Mediation Workshop 2022

Attend the Resolution Institute mediation training for a practical learning experience that is built on sound theory

Resolution Institute is recognised for its quality programme design, the interactive and experiential emphasis on training activities and the exemplary skills of its facilitators.

The mediation training course meets the requirements for the Resolution Institute Mediation Accreditation system in Aotearoa New Zealand. The course has a strong skills development orientation.

Who should attend?

- individuals who are keen to add mediation to their professional skill set
- those involved in advising clients, managing staff, facilitating planning and decision making or in handling disputes in commercial, government, not-for-profit or community sectors.

Previous attendees include lawyers, managers, HR personnel, industrial relations experts, healthcare practitioners, educators, counsellors, coaches, conciliators, and community engagement professionals.

'A very intensive and well-constructed course. It felt rigorous at the same time as being supportive.'

(Workshop participant)

What will I learn?

You will learn:

- a proven step-by-step mediation process adaptable to a wide range of circumstances
- essential skills to identify the range of drivers underpinning different perspectives
- effective communication skills and processes to manage difficult or emotionally charged interactions
- strategies to generate options and break impasse
- practical tools to keep people with conflicting views focused on achieving constructive outcomes
- a critical understanding of ethical issues relevant when navigating conflict and dispute situations
- recognise and consider cultural lens and how it may influence the mediation context.

Accreditation

After graduating from this course, to become accredited you will need to successfully complete Resolution Institute's Mediation accreditation assessment in Aotearoa New Zealand. Contact Kim Ball at kim.ball@resolution.institute



'A wonderful way to learn and gain confidence in the mediation process.' (Workshop participant)

Upcoming 2022 workshop:

Online: 10-14 October 2022

Face to face Wellington: 7-11 November 2022

Workshop times 8.30am-5.30pm each day

Face to face course fees (all prices include GST)

Early bird special \$3,300
Up to one month prior \$3,600

Standard fee

Online course fees (all prices include GST)

Early bird special \$3,100
Up to one month prior

Standard fee \$3,300

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**Resolution
Institute**

Excellence in dispute resolution
across Australia and Aotearoa



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