

Dispute Resolution Branch

Mediation Skills Training

Keen to help others sort out their dispute?

This highly regarded five-day Mediation Skills Training program gives you the necessary knowledge and skills to develop as a mediator, building both your competence and confidence. In addition, you will gain communication skills that are highly useful in other situations. This course is interactive and is focussed on skill development as well as increasing your knowledge base.

Who can benefit from this course?

This course is beneficial for anyone who would like to develop their communication skills and learn about the theory and practices of facilitated mediation and interpersonal conflict management. In addition, this course provides a pathway for those seeking National Mediator Accreditation. What are the expected learning outcomes?

This course allows you to achieve an understanding of:

- the philosophy of facilitative mediation
- the essential skills of mediation
- a proven process to guide discussions.

Who does the training?

Since its inception in 1990, Dispute Resolution Branch (DRB) has delivered hundreds of training programs which are highly regarded and cost effective. This training is part of DRB's overall role to provide confidential mediation, facilitation and other dispute resolution services to the community. Trainers and coaches are experienced nationally accredited mediators with up-to-date skills and extensive training experience.

Is this course part of a tertiary program?

Many people attend this course to equip themselves with dispute resolution skills. However, this course can also be used towards Griffith University's Graduate Certificate in Dispute Resolution. Further information can be found at www.griffith.edu.au/school/law

What other training is available?

The DRB offers a range of training courses for both individuals and organisations including

- Conflict Coaching
- Facilitating Effective Groups
- Managing Difficult Behaviours
- Prevention of Workplace Bullying

Training courses can also be tailored to meet your organisation's specific needs. We endeavour to offer discounted prices for group training purchased by organisations.

How can I register for a course?

Registration forms are available online, or by calling or e-mailing DRB training. Please note your registration is not confirmed until you receive a confirmation e-mail from us.

Phone: 07 3239 6277

Email: trainingdrb@justice.qld.gov.au

Web: <http://www.justice.qld.gov.au/drb>