

NATIONAL MEDIATOR ACCREDITATION

A SIX DAY TRAINING FOR SUPPORTING ENGAGEMENT AND SELF-DETERMINATION

This interactive training provides participants with advanced skills in managing conflict, as well as assessment for National Mediation Accreditation in accordance with the National Mediator Accreditation Standards.

What people are saying

"Unique approach and perspective that really adds and expands and perhaps also replaces other mediation training."

"The transformative mediation framework was new to me and I really appreciate its focus and core skills...to be used in many aspects of work / personal life and not just in mediations."

"The training was an opportunity for self development, greater awareness of human interactions and what drives conflict."

Days 1 to 3

Develop your understanding of conflict, identify opportunities for intervention and enable open, honest and empathic dialogue by **learning how to:**

- Identify disempowerment and disengagement.
- Support parties to get clarity about their own priorities, consider their emotional responses and wholly engage with the mediation process.
- Shift interactions from negative to constructive by strengthening party responsiveness and decision-making.
- Develop new dynamics between people in conflict, leading to fuller satisfaction and more sustainable outcomes.

Days 4 to 6

- Participate in role plays and skill-building activities.
- Gain valuable support and advice from independent coaches who will provide feedback on your performance and development.

On day six participants will conduct an assessment mediation.

Topics

- The Fifth Dimension: *empathy, honesty and openness*
- Elements of mediation
- Mediator skills and responses
- Avoiding directiveness
- National Mediator Accreditation Standards: *Supporting self-determination*

WHO SHOULD ATTEND

Managers

Team leaders

Lawyers

RELATED COURSES

Mediation Master Class (CPD)
(Three days)

Communicating with Clients
(One day)

CYNGLER CONSULTING

w | www.cynglerconsulting.com e | contact@cynglerconsulting.com p | (03) 9528 1414
a | PO Box 1075 Hawksburn 3142