

# MEDIATION MASTER CLASS

A THREE DAY MEDIATION TRAINING FOR ADVANCED CONFLICT SKILLS

This interactive training will provide you with advanced mediation skills in transforming conflict, by increasing your listening skills and deepening your ability to support meaningful dialogue between the parties.



Building on core mediation skills, this Master Class will focus on increasing your capacity to deal with conflict using intensive listening skills and developing mediator responsiveness. The Master Class will give further insight into the purpose of an intervention, the timing of an intervention and best choice of intervention technique.

This course will identify the 5 core practices that underpin the capacity to listen to parties with both the heart and mind, and through practical exercises and discussions will deepen your understanding about transforming conflict through listening to support mindful, meaningful and empathic communication and decision making.

This Master Class is ideal for mediators, managers, team leaders or others who regularly deal with conflict or decision making and are looking to advance their practice or incorporate new skills. This training supports a mediator's responsibility under National Mediator Accreditation Standards to promote self-determination and assist participants to make their own decisions in relation to disputes, conflicts or differences among them, particularly where the parties are in strong conflict. It is suitable for anyone who has previously undertaken any form of mediation training and is relevant to those seeking an advanced mediation training.

## Topics

- 5 core practices of compassionate listening
- Mediator intervention and responses
- The Fifth Dimension: *empathy, honesty and openness*
- Avoiding directiveness

## WHO SHOULD ATTEND

Managers

Team leaders

Mediators

## WHEN & WHERE

Melbourne

July 17, 18 & 19, 2017

**CYNGLER CONSULTING**

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**Mediation Master Class: Advanced Conflict Skills**

**Location: Melbourne**

**Date: 17, 18 and 19 July 2017**

**TAX INVOICE/RECEIPT ABN 73602311255**

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**Name:**

**Organisation:**

**Address:**

**E-Mail:**

**Phone:**

**Special dietary requirements:**

**Registration Fee: \$1975 inclusive of GST.**  
**Early bird rate of \$1825 if paid & registered by 19/06/2017**

- 
- I enclose a cheque/money order payable to Stonten Pty Ltd
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Jim Cyngler Consulting PO Box 1075 Hawksburn VIC 3142

OR email completed form to: [admin@jimcyngler.com](mailto:admin@jimcyngler.com)

\*Registrations must be accompanied by payment or notification of payment. No refund will be made in the event of non-attendance. Registration may be cancelled in writing not less than (5) business days prior to the seminar and the registration fee less a \$50 handling fee will be refunded.