

# 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

*“This course takes the participants one step further by removing the rigid triangle of the process and allowing a more natural unfolding of communication between the parties.”*

## Days 1 to 4

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

- Support parties to get clear 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 5 and 6

Throughout the course you will be involved in a number of 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 role play.

## 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)  
(Two days)

Communicating with Clients  
(One day)

**CYNGLER CONSULTING**

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**National Mediator Accreditation**

**TAX INVOICE/RECEIPT ABN 73602311255**

**Location: Melbourne**

**Date: 19, 20, 21, 26, 27 and 28 March 2018**

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**Name:**

**Organisation:**

**Address:**

**E-Mail:**

**Phone:**

**Special dietary requirements:**

**Registration Fee: \$3950 inclusive of GST.**  
**Early Bird rate \$ 3750 if paid and registered by 19/02/2018**

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I enclose a cheque/money order payable to Stonten Pty Ltd

I have directly deposited to: Stonten Pty. Ltd.  
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Account Number 254758831

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Amount A\$:  Signature:

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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.