

Commercial Mediation Workshop

November 7-11, 2011
Sydney CBD

The Trillium Group is pleased to present its 2011 Commercial Mediation Workshop.

If you handle conflict on behalf of your own business, you know that it can cost you time, money, and energy that you don't have to spare. If you represent clients and handle conflict on their behalf, you know that they want you to work effectively and efficiently to minimize the cost of conflict to them and to obtain the best possible result.

If you want to understand how to increase your capacity to resolve conflict effectively, to learn how to participate in or run a mediation in the business context, and perhaps to add to your professional designations and act as a neutral, then this workshop is for you.

This workshop will help prepare you to mediate disputes between businesses, between government and business, between a business and its customers, clients, or staff.

The Trillium



About the workshop

This five day intensive workshop meets the education criteria of the Australian National Mediation Accreditation Standards. Completion of the course qualifies attendees to undergo the accreditation tests of various bodies authorised to administer accreditation tests.

The program is practise oriented and experiential, using a combination of interactive discussions, role-plays, individual and group exercises, group debriefs and individual coaching, and written feedback for specific exercises. It also provides tools for continuing development after the workshop, and information and preparation for the testing process to obtain National Mediation Accreditation.



The quality of our lives depends not on whether or not we have conflicts, but on how we respond to them. *Tom Crum*



The
Trillium
Group
Conflict Management Experts

About the Course: *"Well done. Intense coaching of mediation skills."*
John Henshaw, Solicitor, Marsdens Law Group, Liverpool, NSW

About the Instructors: *"Great! A good mix of styles and talent. Terrifically supportive and humorous while maintaining professionalism."* Vicki Case, Project Manager, Canberra, ACT

Presenters

The lead presenters for the workshop will be the three principals of the Trillium Group: Steve Lancken, Paul Gibson, and Francis Handy. They are all experienced mediators and trainers, accredited to the national standard in Australia; full time practitioners in conflict management, they have experience in a wide variety of industries, workplaces, courts, and specialized tribunals. In addition, experienced coaches will be available to observe and give feedback to participants for specific role-plays.

For more information about Frank, Steve, or Paul, look at our website:
www.thetrilliumgroup.com.au



Commercial Mediation Workshop

What the Workshop covers:

- The interest based negotiation theory that underpins effective mediation.
- A mediation model that optimizes the chance for effective resolution of disputes and wise decision-making.
- Preliminary analysis and screening for suitability for mediation.
- The skills that a mediator needs to be successful in the business context, including:

Effective listening	Issue framing,
Creating options	Handling difficult parties
Maintaining impartiality	Reframing inflammatory comments,
Managing representatives	Managing limited authority,
Bargaining value exchanges	Assessing the settlement options, and
Mediating in the shadow of litigation, among others.	

- Managing ethical challenges such as
 - Power imbalances,
 - Parties who lie, and
 - People who attempt to misuse the process or avoid commitment.
- The nuts and bolts of case management and organisation.
- How to adapt mediation processes to suit the situation.

Who should attend?

The five day mediation courses are designed for people who deal with disputes regularly, either their own or those of others, whether they are clients, staff or peers. Managers, lawyers, government employees, businesspeople, consultants, team leaders, HR professionals, educators, health care professionals, accountants, union and management representatives, people who resolve employee issues or complaints, people who want to be professional mediators, and others who negotiate or deal with conflict can all benefit from attending.

Commercial Mediation Workshop Sydney Nov 7-11

REGISTRATION FORM

Date: _____

NAME (Please print or type your name clearly in the form you would like it to appear on your certificate of completion):

Organisation: _____

Address: _____

Telephone: _____ Mobile: _____

Email: _____

An email address is critical. Email is our main contact method for follow-up information. Please print clearly.

Request a Vegetarian Meal?

Please Circle YES or NO

Other Dietary Restrictions?

If "Yes", please email to address below

Name for Name Tag (if different from Certificate Name): _____

Course Location: Sydney CBD: 13 -15 Bridge Street

Cost Per Person: \$3,500 PLUS GST (\$3,850 total)

20% discount if 5 or more people from one organisation attend the workshop

Payment:

**By cheque to "THE TRILLIUM GROUP",
Or Direct Deposit: BSB 332 052 A/C 553 325 593.**

(Please insert your name then "Mediation Workshop" in the Reference Line.)

N.B.: Registration is complete and a space reserved only when payment has been received and cleared. Cancellation fee of 50% of Workshop Fee is chargeable for cancellations made more than two weeks before the workshop. Cancellation fee of 100% of Workshop Fee is chargeable for cancellations made less than two weeks before the Workshop. Substitute attendees are welcome up to and including the opening of the workshop.

Please mail your completed form and payment to:

**THE TRILLIUM GROUP ABN: 520 987 5536 12
Suite 320, St James Trust Building
185 Elizabeth Street, Sydney, NSW 2000**

Or scan and email the form to: Mediator@thetrilliumgroup.com.au

We will forward a tax invoice by return, and receipt on payment.

Questions or Need Help?

Email enquiries@thetrilliumgroup.com.au or

Call on 1 800 636 869 or 02 9036 0333