

The Mediation Process Workshop

Resolve conflict in the workplace

- **Having trouble between business units or staff?**
- **How do you resolve tricky situations in the workplace?**

Conflict, there's certainly plenty of it to go around. Daily life is made up of discord, debate and disagreement. But it isn't conflict that is the problem it is how it is resolved. In fact conflict can bring positive change. However, if conflict is un-resolved you do have a problem.

Mediation is a process that can be used to facilitate resolution of many problems. So how do you get people to resolve conflict?

This workshop will give you a practical insight into the mediation process and how it can be used in the workplace. You will explore dispute resolution systems and the two principle types of mediation; the Harvard model and the Transformative model, and how they may apply in different circumstances and the need for independence of the Mediator.

NEXT WORKSHOP

Time: 9.00 am - 12.30 pm
Wednesday 20 July 2011

Venue: CBB Training, 17 Phillips St, Kensington SA 5068

Cost: \$150 + GST* - morning tea provided

Facilitator: Paul Bartley, Director - MediatOR

[Click here to Register On-line Now](#)

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Facilitator Profile:

Paul Bartley
Director, *MediateOR*

Paul is a Nationally Accredited Mediator and through his dispute resolution service, *MediateOR*, has experience in many varied mediations, both commercial and non commercial.

He holds a Professional Certificate in Arbitration and is currently enrolled as a Postgraduate Student with UniSA in the Masters of Conflict Management Programme.

A Public Accountant for 30 years, Paul holds a Cert IV in Training and Assessment and is an experienced trainer with a fun outlook on life.

Paul is a guest presenter for CBB

Limited numbers available, so register now!

10% discount for CBB clients or multiple bookings
(discount code: *cbb444* when registering)

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