Mediation Training Short Course

Become an accredited mediator with our intensive course and assessment

Through our intensive course, you’ll learn to facilitate mediation, a structured and facilitated negotiation process for resolving disputes.

You’ll gain the practical skills needed to be a mediator - an independent and impartial person who assists people in conflict to generate options, negotiate agreements and resolve disputes.

You’ll develop knowledge and skills of the mediation process, and how to apply these when working with clients, customers and colleagues, including across workplaces and community settings.

Choose to undertake an additional assessment day to become an accredited mediator and take the next step in your career.

Course structure
You’ll start by completing a series of online modules, which will include readings, interactive activities, demonstrations, video presentations and collaborative learning, to provide you with the theory and knowledge required to move on to practical activities.

You’ll then attend three days of face-to-face workshops, involving a range of interactive activities designed to maximise your learning and enable you to develop mediation skills in a safe and supportive environment.

Our highly-experienced trainers will be available during the course to provide additional learning and feedback opportunities.

Learning outcomes
The course will equip you with the knowledge and skills required to:
• understand the theory and practice of the mediation process
• assess if a conflict is suitable for mediation
• facilitate the mediation process
• understand how mediation can be applied in a variety of contexts
• respond to specific issues that may arise in the process (for example, family violence)
• assist parties to document mediation agreements.

Ideal for
People interested in learning about resolving disputes and conflicts in their workplace or personal life, and those who want to start a career as an accredited mediator.

When
Online materials available
27 January 2020
Face-to-face workshops
5 - 7 February 2020. 9am - 5pm
Optional assessment day
11 February 2020

Where
Relationships Australia Victoria
1183 Toorak Road, Camberwell

Course fees
Mediation Course (blended delivery)
$3630 including GST
Optional assessment day
$715 including GST

Registrations and enquiries
To learn more, find out whether this course is right for you, or to register your interest, contact our Training and Development Department or visit www.rav.org.au/MediationCourse

Call (03) 8573 2222
Email ravtraining@rav.org.au

Relationships Australia
VICTORIA
Mediation Training Short Course

About the trainers
Lilia Szarski is an accredited mediator, family dispute resolution practitioner (FDRP) and experienced trainer, including of our Graduate Diploma of Family Dispute Resolution (FDR). Lilia is also a clinical supervisor and registered psychologist.

Wendy Gaddie is an accredited mediator, experienced FDRP and a facilitator, assessor and coach for our Graduate Diploma of FDR and Mediation Training Short Course. She has tertiary qualifications in law and psychology, has practised as a family lawyer and has worked as an academic researcher in the area of dispute resolution.

Accreditation
After completing the course, you can elect to undertake an additional day of assessment to become an accredited mediator, in accordance with the national practice standards set by the National Mediator Accreditation System (NMAS). The course covers all requirements of the NMAS. Relationships Australia Victoria is a Recognised Mediator Accreditation Body (RMAB).

Program outline
Online learning
Mediation overview
- ADR models
- Facilitative mediation
- Characteristics of a facilitative mediator
- NMAS standards

Mediator skills
- Communication skills
- Mediation strategies
- Ethics and self-care

Mediation process
- Process stages
- Pre-mediation
- Mediation formats
- Agreements

Face-to-face workshops
- Communication and conflict
- Managing high conflict and impasses
- The language of mediation
- Simulated mediations with NMAS accredited coaches

Assessment day
- Simulated client mediation sessions
- Assessors to observe and identify required micro-skills for mediation
- Successful completion enables NMAS accreditation

"I really enjoyed the course. It was delivered with a mix of activities/role plays and information. Very clear and in depth."

- Course participant

About us
Relationships Australia Victoria (RAV) is a leading training organisation with national and international expertise and more than 70 years’ experience providing relationship counselling, conflict resolution, family dispute resolution, family relationships, couple therapy and parenting education.

We are a registered training organisation (RTO) and provide quality higher education and vocational training. In addition, we offer professional development in a range of areas relating to relationship counselling, family dispute resolution, family relationships, couple therapy and parenting education.

Our training courses are built on a framework of competency-based workplace training and assessment, focusing on the knowledge and skills required to perform on the job.

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