

AUSTRALIAN MEDIATION ASSOCIATION

CONTINUING PROFESSIONAL DEVELOPMENT SERIES

- AUSTRALIAN NATIONAL MEDIATOR STANDARDS -



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E: info@ama.asn.au W: www.ama.asn.au

FAMILY DISPUTE RESOLUTION & ADR ESSENTIALS

This workshop will focus on the skills necessary to deal with delicate Family Dispute Resolution and Mediation issues effectively. Such skills are effectively utilised in all mediation processes, including family law, workplace, commercial and multi-party disputes. You will be focusing on specific skills areas to deal with confronting mediation situations.

Receive the theory that sits behind the tools before practising these in your ADR profession.

The days programme will be broken into 2 sessions. Participants are able to join either session or the whole day programme for maximum benefit.



TOPICS TO BE COVERED

- Gender and culture - the silent emotion catalysts
- Concealed emotion - the driver in the conflict seat
- Attachment - hardwiring in the brain
- Apology - the great healer or salt in the wound
- Threats of harm - understanding your responsibilities when persons may be at risk.

DATE

Monday, 9 September 2013

Session 1: 9.00am - 12.30pm

Session 2: 1.30pm - 5.00pm

PRICE

Session 1: \$330.00 (incl GST) per person.

Session 2: \$330.00 (incl GST) per person

Sessions 1 & 2 (All Day): \$550.00 (incl GST) per person

This fee includes course materials, and catering.

VENUE

Queensland Law Society Auditorium

Level 2, 179 Ann St, Brisbane Qld 4000

Professor Phillip Green

practices as a barrister, arbitrator and mediator from Pipitea Chambers in Wellington, New Zealand. He is returning to Australia with his colleague Nicola Hartfield to again teach their popular programmes.



Phillip has over 30 years experience in alternative dispute resolution practice. In 2010 he was appointed as Adjunct Professor in the Department of Management (Dispute Resolution) at Massey and he continues to hold the appointment of Director of the Massey University Dispute Resolution Centre. Phillip has variously authored and co-authored 5 different texts on aspects of dispute resolution including co-authoring with Prof Laurence Boulle and Virginia Goldblatt, the text *Mediation Principles, Process, Practice* LexisNexis, NZ 2008 ed. which is currently under revision.

Phillip is the Founding President of the Arbitrators' and Mediators' Institute of NZ (AMINZ). He is a Fellow of AMINZ and is a member of its arbitration mediation and adjudication panels. Phillip has continued his involvement with AMINZ as Director of Professional Studies and as examiner for the Institute's Fellowship examinations. He authored the new AMINZ Code of Ethics launched in 2012. He has lectured in arbitration and mediation at both Victoria University and Massey University. Phillip has also had a 30 year involvement in Treaty of Waitangi claims including the mediating of disputes in a cultural environment. He was recently appointed by UNESCO to its panel of mediators and conciliators called on to resolve disputes concerning the repatriation of cultural objects.

Phillip is recognised for his specialist interest in emotion and how it can be effectively managed in negotiation and mediation. Along with Nicola Hartfield he has presented on this topic throughout New Zealand, at Bond University and to the Law Society of NSW. This seminar follows on from the AMA webinar on understanding emotion and its impact on settlement outcomes produced by Nicola and Phillip in April of this year.

For further information refer to www.pdgreen.com

Nicola Hartfield returns to Australia having presented programmes with Phillip Green at Bond University and at the NSW Law Society on aspects of understanding emotion in negotiation and mediation so as to achieve better outcomes. Nicola has specialist expertise in emotion and managing it, initially gained from her professional background in social work.



After being appointed Clinical Leader of Hawkes Bay and Manawatu Relationships Aotearoa in 2004, and following post graduate Dispute Resolution study at Massey University, (Palmerston North, NZ), Nicola moved to private practice in mediation and dispute resolution in family, workplace, community and restorative justice settings.

Alongside her private mediation practice, Nicola holds contracts with and provides a range of clinical and supervisory services to various Government Departments throughout New Zealand, (Parliamentary Services, Accident Compensation Commission, Child Youth and Family, Health and Disability Commission, Ministry of Justice and Ministry of Social Development) as well as various community health, disability and social service agencies. Additionally Nicola sits as a member of the Hawkes Bay Benefit Review Panel reviewing opposed benefit decisions made by the Ministry of Social Development.

Nicola provides coaching in conflict management, effective communication with difficult conversations, managing stresses amongst organisational changes and service delivery.

Nicola both mediates, and with Phillip Green co-mediate a range of disputes including those of considerable complexity and involving many parties.

She is an Associate of the Arbitrators' and Mediators' Institute of New Zealand [AMINZ] and is on the AMINZ Panel of Mediators. Nicola is a regular panel member for determining NZ Association of Social Work Competency Registration.

In 2012 she co - presented with Phillip Green: "Managing High Emotion in Mediation and Negotiation", and in 2013 Nicola and Phillip presented a New Zealand based programme entitled "Gender Bias, Attachment Focused Decisions and Apology in Family Mediation", on behalf of the Arbitrators' and Mediators' Institute of New Zealand.

For further information see: www.nicolahartfield.co.nz

AMA SEMINAR PROGRAMME: MONDAY 9 SEPTEMBER 2013

SESSION 1

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|--------------------------|--|
| 9AM - 9.45AM | Gender and culture - the silent emotion catalysts.
Perceptions about emotion and gender and how they can impact on family conflict. |
| 9.45AM - 10.30AM | Concealed emotion - the driver in the conflict seat.
Concealed emotions, their implications for settlement, and how to manage some of them, including the Hartfield-Green Clock. |
| 10.30AM - 10.45AM | Morning tea. |
| 10.45AM - 12.30PM | Attachment - hardwiring in the brain.
Understanding attachment and applying it to achieve child focussed agreements. |
| 12.30PM - 1.30PM | Lunch. |

SESSION 2

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|------------------------|--|
| 1.30PM - 3.00PM | Apology - the great healer or salt in the wound.
The power of apology. What happens if you get it right, and what happens if you get it wrong. Learn the elements of a complete and really effective apology. |
| 3.00PM - 3.15PM | Afternoon tea. |
| 3.15PM - 4.45PM | Threats of harm - understanding your responsibilities when persons may be at risk.
Confidentiality - ethical obligations when a person may be at risk of harm. The complexities around the latest law and best practice. |
| 4.45PM - 5.00PM | Feedback discussion and end. |

PAYMENT -

☐ Session 1: \$330.00 (incl GST)
per person.

☐ Session 2: \$330.00 (incl GST)
per person

☐ Sessions 1 & 2 (All Day):
\$550.00 (incl GST) per person

REGISTRATION FORM

Name:

Occupation :

Organisation:

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Fax

Email:

Please return this form to the AMA online or via email or post; details below.

Please tick one of the following:

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Yes ☐ Electronic Funds Transfer (please provide proof of transfer)

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TAX INVOICE

Australian Mediation Association A.B.N. 40 315 480 252

GPO Box 1347, Brisbane Qld 4001

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Please note: if you have completed this section, this is the account that will be debited for the training fees.

CANCELLATION POLICY - There is a restriction on numbers at Australian Mediation Association (AMA) training workshops. Upon payment your registration will be secured. The AMA reserves the right to cancel courses where there are insufficient enrolments. A 50% cancellation fee will be applied when participants cancel workshop reservations fewer than 15 business days prior to the beginning of a workshop. If 5 working days or less is given, then no refund will be given. If a course is altered, cancelled, or attendance quotas changed, the AMA cannot be responsible for non-refundable travel and accommodation arrangements.