

# AUSTRALIAN MEDIATION ASSOCIATION ONLINE MEDIATION TRAINING COURSE - AUSTRALIAN NATIONAL MEDIATOR STANDARDS -



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Through the advances of technology there now exists the opportunity to obtain the necessary basic process and skill components of mediation training online and become accredited in accordance with the Australian National Mediator Standards. The Australian Mediation Association (AMA) for the first time offers a collaborative, interactive training and learning experience, keeping every participant engaged like never before.

Increasingly mediation is the preferred mode of dispute resolution in both community and commercial contexts. Mediation is becoming progressively incorporated into State and Commonwealth legislation with the emphasis in moving disputes away from adversarial processes and into more interest based, collaborative systems.

Our Nationally Recognised Mediation Training Course will provide you with the skills, knowledge and experience to enter the mediation profession via the convenience of training online.

## TRAINING METHODOLOGY

We have shaped virtual mediation training classrooms, mediation role play scenarios and private meeting spaces that open more possibilities to more students, no matter where you are located. Offering exciting new approaches to mediation training and learning in accordance with the Australian National Mediator Standards, our online instructor-led courses are designed to meet your time commitment needs, whilst also involving each student on an individual level.

Combining the capabilities of leading online education industry leaders, our comprehensive learning platform, designed specifically for mediation training, delivers a new effective learning experience through online, blended, and mobile learning. It will help you open up all-new aspects of real time, or anytime, learning to engage with your course content and improve outcomes.

Using a combination of theory activities and the ability to experience mediation in a 'face to face' environment this course offers an opportunity to begin mediation training from wherever you are.

The course will provide on line material that will encourage self directed learning combined with the ability to link with other participants and experienced coaches in simulated role plays and receive instantaneous feedback. You will be given the material and course time line to assist in your professional growth that will allow you to complete the basic training requirements needed for accreditation.

In addition to those wishing to become Accredited, the course is available to professional, corporate, and government organisations worldwide and can be tailored to suite participants needs.

## OUR TRAINING TEAM

The AMA facilitators are experienced dispute resolution professionals adept at engaging the interest of participants, identifying and meeting their different needs and providing a safe environment in which participants can broaden themselves and practise their skills.



The course will be led by experienced facilitators, supervisors and trainers who are skilled as mediators and as academics working in the on-line education environment. Our facilitator trainers mediate a wide range of disputes, and conduct dispute resolution processes in the family, commercial, organisational, community and cross-cultural settings.

The facilitators are supported by a team of coaches - all experienced mediators who provide small group coaching and feedback to individual participants about their developing skills.

## THE COURSE

Participants can expect to acquire an understanding of the theoretical and practical skills underpinning mediation and an awareness of the use of mediation in an Australian context.

The training course has a strong process and skills development orientation and will address:

- The practical and theoretical skills of mediation
- Increase understanding of issues contributing to conflict
- Dispute Resolution: what is it? The difference between decision making and facilitative problem solving
- Mediation models: types and differences. A proven mediation process adaptable to different types of mediations
- Sound theoretical frameworks in which to embed process and skills
- Identifying the skills associated with the facilitative model
- Communication skills for mediators: LARS: listening, acknowledging, reframing, summarising and questioning
- Practical tools to keep parties focused
- Strategies to generate options and to break impasses
- Develop & implement logical, sustainable agreements
- Personalised feedback from highly skilled mediators



Early registration is recommended as places are often in demand. (Maximum: 21 participants per workshop.) This training course costs \$3,450.00 (including GST).

Sometimes additional courses are scheduled and occasionally the dates for a particular course change.

## TIME LINE

Each online mediation course will take approximately one calendar month in duration. Training will include a mixture of self paced learning modules and exercises, weekly scheduled group face to face interactions with the lead trainers, discussion forums and feedback sessions as well as 9 role play scenarios.

## ACCREDITATION

Assessment for National Accreditation will be via way of role play utilising the online platform of 1.5 hours duration to be submitted to an Accreditation Assessor. It is anticipated that the assessment courses will commence immediately after monthly training workshops, online at a cost of \$550. More information will be provided in due course. For more information on National Accreditation please visit [www.ama.asn.au](http://www.ama.asn.au).

### Mediation Basic Course (On Line)

This on line interactive course offered over a month will be divided into the theoretical and practical. The theory of mediation will be dealt with in the first two weeks. You will need to commit approximately 11 hours per week to complete the course. You will work at your own pace over the first two weeks assisted by readings, power point presentations, DVDs and activities. There will also be a set time in these two weeks where you will have real time with the instructors and information, discussion and feedback will be provided by the site. These times will be advised and will take into account working and other commitments.

## **Week 1: Mediation Theory: Process and Model**

### Content:

- Dispute Resolution: what is it? Difference between decision making and facilitative problem solving.
- Mediation models: types and differences
- Facilitative model of mediation: stages and order

### Activities: (time commitment)

- Readings (2 hours)
- Power point lecture presentations (1 hour)
- DVD presentations (uploaded at specific times) (2 hours)
- On line discussion forums (1 hour)
- On line interactive sessions with trainers to provide further information and feedback (4 hours)
- Self reflective and interactive exercises (1 - 2 hours)

## **Week 2: Mediation Theory: Skills for Mediation Process**

### Content:

- Identifying the skills associated with the facilitative model
- Communication skills for mediators
- LARS Q: listening, acknowledging, reframing, summarising and questioning
- Negotiation skills and strategies

### Activities: (time commitment)

- Readings (2 hours)
- Power point lecture presentations (1 hour)
- On line discussion forums (2 hours)
- On line interactive sessions with trainers to provide further information and feedback (4 hours)
- Self Reflective and interactive exercises (1 - 2 hours)

## **Weeks 3 & 4: Mediation Role Plays & Theory revision**

- 24 hours

The practical role plays will be conducted at specific appointment times in the last weeks, a roster of these times will be provided for you to sign up to. You will need to commit during these last weeks to being not only a mediator but also as a role player so you will need to commit to 9 role plays during these last weeks, 3 of which you will be acting as the mediator.

## **HOW THIS ON-LINE PROGRAM WORKS**

<b>Weekly sessions</b>	The program takes place over 4 weeks conducted via the internet using our state of the art e-learning platform
<b>Online coaching sessions</b>	9 one-on-one online sessions with mediation coaches are included to support your learning experience.
<b>Text provided</b>	Modules will be provided as well as slides and recordings of the sessions.
<b>What you need</b>	A PC or Mac with a good internet connection, video camera, a microphone and speakers. (The use of a headset is optional but recommended.)
<b>How you participate</b>	You will be able to hear what other participants say and to make your own contributions to the online classes and group discussions. You will also complete self-assessment questionnaires, self-reflection, quizzes and coaching sessions.
<b>Limited numbers</b>	Numbers are limited to allow a good level of interaction.
<b>Recorded sessions</b>	Video recordings will be available to participants who miss their weekly session.
<b>Learning diary</b>	Participants should be also prepared to dedicate 60 minutes per week in addition to the weekly sessions to maintain a learning diary throughout the course.

“ I have recently completed the online course for the purposes of obtaining national accreditation as a mediator. The course was excellent in all respects; the online seminars were informative and of much assistance to me in learning how to adopt a more facilitative approach as a mediator. The tutors were well informed, readily available (including staying back late at night to ensure my practice as a barrister was not interrupted) and their feedback was well considered and useful.

Whilst initially sceptical of the utility of an “online” approach to mediation training, I found that there was little to no difference in the learning process.

All in all, a great course. ”

**Michael D Alexander - Barrister at law**

“ In early June, I attended the mediation course provided by the AMA. I found the course to be well structured, resourced and professionally operated. As a barrister, I have attended many mediations and seen various levels of mediators. The teaching in this course helped me feel confident that my level of skill as a mediator is up there with the best.

The online mechanism and technology was very impressive, and fluid. The teachers including Callum Campbell were excellent. The flexibility of the timing in the course and the period of time to complete the course added significant strengths to the course. I felt that I had time to absorb the teachings before the next session and apply them for the future. ”

**Leo Tyndall - Barrister at law**

“ I have just completed the AMA Online Mediation Course, and have found it very beneficial. The flexibility of the course combined with the support provided by the course coordinators was invaluable. The course content and materials were practically orientated, and I have no doubt will greatly assist in the practice of mediation. I highly recommend this course to those who are considering training as a Nationally Accredited Mediator. ”

**Erin McKellar - Solicitor & Notary Public (NSW)**

“ I have recently completed the online mediation course as offered by the Australian Mediation Association. I could not endorse this course and the online learning experience more highly. The flexibility of the course coupled with having direct access to highly skilled and experienced trainers was a stand out. I would not hesitate in recommending this course to all, particularly to those busy professionals who wish to engage in further study. I genuinely do mean the sentiments expressed with respect to your trainers. They were an invaluable resource. You have an excellent team. Kind Regards, ”

**Carriae Dawson - Wheeler  
- Department Head, Solicitor - Family Law Services**

“ As someone looking to do mediation and attain accreditation, this course delivered a great set of supporting material and some really practical, hands-on training sessions. The online training worked well and I was able to fit the sessions into a busy working day. My supervisor was very supportive and made sure that we dealt with scenarios that fitted our long term mediation goals be that family or commercial. The course worked really worked for me and I highly recommend it to others going down the mediation path. ”

**Andrew Parker | Associate Director - Operational Advisory  
Workforce Services  
Grant Thornton Australia**

## REGISTRATION FORM

**PAYMENT** - This training course costs \$3,450.00 (including GST) Accreditation Assessment fee \$550.00 (including GST)

Name:

Occupation :

Organisation:

Address:

<input type="text"/>	<input type="text"/>	<input type="text"/>
Telephone	Mobile	Fax

Email:

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

Please tick one of the following:

Yes  Cheque (please make cheque payable to the Australian Mediation Association)

Yes  Electronic Funds Transfer (please provide proof of transfer)

Commonwealth Bank of Australia

Australian Mediation Association

BSB: 064 121

Account: 10 200 135

**Tax Invoice**

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

GPO Box 1347, Brisbane Qld 4001

Training Course \$3,450.00 (including GST) Accreditation Assessment fee \$550.00 (including GST)

This document will be a tax invoice for GST purposes when you make payment. Please print and retain a copy for your GST records.

Cancellations: If cancelled within 2 weeks of the workshop a fee of \$275 will be charged.

**Please charge my credit card (please tick)**

Mastercard     Visa     Amex     Diners

Card Number ---

Expiry date -

CSV Number (please insert last three digits from back of credit card)

Cardholder's Name:

Signature:

Please note: if you have completed this section, this is the account that will be debited for the training fees of \$3,450.00 (incl. GST) and should you wish to proceed to accreditation assessment, fees of \$550.00 (incl GST).