



**Resolution
Institute**

Excellence in dispute resolution
across Australia and Aotearoa

Excellence in training

Resolution Institute is recognised for its quality programme design, the interactive and experiential emphasis on training activities and the exemplary skills of its facilitators.

Course content is built on sound theoretical frameworks and industry best practice where participants explore and discuss concepts and models to ground their learning.

Designed and taught by well-renowned experts, the following courses are just some offerings that provide best in class training and accreditation recognised by peak bodies, including the National Mediation Standards:

Active Listening Strategies
Adapting to Online Dispute Resolution
Advanced Communication Skills
Adjudication Workshop
Assessing suitability and preparing for mediation
Children in Conflict Resolution Processes
Coaching Approach to Workplace Conflict
Conciliation Workshop
Conflict Coaching Workshop
Conflict Resolution Services Workshop
Cross-cultural Communication
Designing Systems and Creating Teams for Conflict Resolution
Dispute Resolution Skills for the Public and Community Service Sectors
Expert Determination Course
Family Law Arbitration Course : Joint Venture with The University Adelaide Law School

Family Law Mediation: How to Run a Lawyer Assisted Mediation in the Family Law Context
Getting Commitments Right: Focus on Drafting Successful Agreements
Handling a Crowd in Dispute Resolution
Introduction to Interest-based Negotiation and Hybrid Dispute Resolution Models
Managing Expectations and Giving Bad News
Managing Intake in the current environment
Mediation Assessment Preparatory Workshop
Mediation Refresher Face-to-Face & Online
Mediation Workshop: Face-to-Face & Online
Mediator and Conflict Coach: how you can mediate/ conciliate a process while also supporting the parties to better manage the conflict themselves
Negotiation Skills Workshop
Non-verbal Keys to Dispute Resolution
Online Dispute Resolution Practitioner's Certification: A Partnership with Institute of Certification and Training of Lusophone Mediators (ICFML) and Holistic Solutions, Inc. (HCI)
Power and Vulnerability in Dispute

Resolution

Professional Certificate in Arbitration: A post graduate joint venture with The University Adelaide Law School

Prioritising Negotiations and Stakeholder Mapping

Restorative Justice

Relationship Mediation – A facilitative process for people in intimate relationships to enhance their togetherness

Strategies for Having Effective, Non- threatening, Alternatives Conversations

Strategies for Managing Difficult Behavior

Strategies for Managing Difficult Written Communications

The Right Mediator for the Job

Uncovering Interests and Options in Mediation

Workplace Mediation

Resolution Institute can tailor training content to meet organisational needs.

For further information, please contact
Seema Parekh
Learning and Accreditations Manager
Phone 02 9251 3366
Email seema.parekh@resolution.institute