

Online Elder Mediation Training

August 1 – September 20, 2022

A timely opportunity for mediators to learn online from a highly experienced leader and trainer in the field of Elder Mediation.

- A central theme of this program is to sensitise participants to the needs, experiences and challenges facing older people and their families and communities.
- This tailored, professional development program is designed to expand and enhance your present knowledge and skills in this fast-emerging field.
- Elder Mediation is a focused, preventative, respectful process – usually multi-party, multi-issue and intergenerational. The mediator facilitates discussions focusing on present strengths and assists participants in addressing their stated wishes or concerns.
- Elder Mediation normally involves large and more varied numbers of participants including: the older person, a support person or advocate for the older person, members of their immediate or extended family, friends, neighbours and/or significant others who are involved with the care of an older person such as paid or unpaid carers, nursing home or hospital staff, general practitioners, social workers, psychologists and other professionals, employers and/or colleagues of older people in the workplace.
- The current pandemic has increased our awareness of the vulnerability of older people and has added to the risks, stresses and conflicts faced by older people, in particular those who are experiencing cognitive or physical decline or an age-related illness, are dependent on their families for care or separated from their families and significant others, and those who are at risk of abuse or neglect.
- Face-to-face programs have been successfully delivered in most Australian States and New Zealand for Relationships Australia, the Resolution Institute and other groups of mediators and an enhanced, popular online program was introduced in 2020, with excellent feedback from participants.
- This person-centred approach to Elder Mediation has inspired a willingness and enthusiasm in many prior participants in this program to invest and further develop proficiency in this field.

Eligibility

- Prior mediation training and experience with families at the Family Dispute Resolution and/or Australian National Mediation Standards Board level is preferred.

Outcomes

At the end of this course participants will be able to:

1. Understand problems and issues faced by older persons and their families, including the intergenerational and family dynamics involved.
2. Have knowledge of the psychosocial and physical effects of aging and how to accommodate those changes so as to maximize participation in the mediation process for all participants and ensure the older person's voice is heard, directly or indirectly, and respected.
3. Be aware of ageism as well as family, generational and cultural attitudes to aging and the effects on the mediator, older people, other participants and the mediation process.
4. Engage in a self-assessment of any aging or disability-related biases/perceptions that might impact mediator competency.
5. Understand and be alert to factors affecting capacity to mediate and their effect on a safe and fair mediation process.
6. Understand the accommodations that may be needed for persons with cognitive or other disabilities.

7. Deepen understanding of issues of elder abuse as they affect the mediator's responsibility to provide a safe and effective process including:
 - definitions of, and how to recognize, elder abuse
 - the dynamics within the family or caregiver relationship
 - how to screen for abuse prior to and throughout the mediation process
 - when to rule out mediation or to continue mediation with safeguards
 - the relationship of mediation to adult protective services
 - confidentiality and mandated reporting
8. Understand the need for appropriate intake and pre-conference procedures and the factors that make thorough screening essential in elder mediation.
9. Deepen understanding of ethical issues and the unique challenges of elder mediation.
10. Develop and practice skills related to elder mediation.
11. Have knowledge of community resources related to older persons.
12. Understand the role and use of support persons, advocates, surrogates, medical professionals and other resource persons in the mediation process.
13. Recognize when participants may benefit from or need to consult an advocate or expert.
14. Be aware of legal issues that may arise during elder mediation and understand that additional training may be necessary to competently mediate certain cases, such as adult guardianship.
15. Understand the unique issues presented in identifying and writing down matters agreed upon by participants in elder mediation.

Your Elder Mediation Certification or CPD Hours

This course provides thirty (30) hours towards the Elder Mediation International Network Elder Mediation Certification requirements and/or for CPD purposes.

Your Specialist Trainer

Dale Bagshaw PhD, Adjunct Professor, Justice and Society, University of South Australia, Resolution Institute Fellow; founder and Chair of the Elder Mediation Australasian Network (EMAN www.elder-mediation.com.au); Board member of the Elder Mediation International Network (EMIN) and member of the EMIN Certification Committee; Advanced EMIN Certified Elder Mediator and Australasia's most experienced Elder Mediation trainer. Since the 1980's, Dale has trained hundreds of mediators in 11 different countries. She taught mediation at a postgraduate level at UniSA from 1993-2007 and more recently has trained elder mediators and counsellors in most Australian States and New Zealand. For more information see Dale's Homepage: <http://people.unisa.edu.au/dale.bagshaw>

Your attendance

- There will be a preliminary Zoom meeting of one hour (for introductions to each other and the program and to practice using Zoom). Day and time to be determined.
- This will be followed by 10 x 3 hour Zoom meetings per week over 7 weeks.
- Active participation for all of the 10 sessions will be required. Each session will be recorded and made available to any individuals who are unable to attend for one or two sessions. If a session is missed extra make-up work will be required.

Additional resources

- Readings will be provided in a Drop-box and via email in advance of each session.
- Copies of power point content will be available to participants just prior to each session.

Key Dates and times:

The course will start with a preliminary session one hour session. If enough registrations are received the dates and times will be as follows

- Preliminary session: Monday August 1st from 11 am to 12 noon (Adelaide time)
- Session 1: Tuesday August 2nd from 11 am to 2 pm (Adelaide time)

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- Session 2: Wednesday August 3rd from 11 am to 2 pm (Adelaide time)
- Session 3: Tuesday August 9th from 11 am to 2 pm (Adelaide time)
- Session 4: Wednesday August 10th from 11 am to 2 pm (Adelaide time)
- Sessions 5 – 10 will be held on consecutive Tuesdays from August 16 to September 29, from 11 am to 2 pm (Adelaide time)

Your Registration

Due date: July 22, 2022

- To apply please email to Dale Bagshaw your name, organisation, contact details (email address and mobile phone number) and a short CV or BIO with details of your mediation accreditation, training and experience, working with families and/or in the field of ageing - dale.bagshaw@unisa.edu.au
- A minimum of 10 and maximum of 15 participants will be accepted into this online program so please register as soon as possible to ensure that you have a place. You will be notified of your acceptance as soon as your application is received and processed.
- Phone Dale on +61 (0) 408 805 641 if you require more information.

Registration Fee: AUS \$1200.

- Instructions for online payments will be provided by Rhonda Whitfield when you are accepted into the program and will be via PayPal or Bank Transfer.

Your Certification as an Elder Mediator

- This Elder Mediation training program forms part of the certification requirements for the Elder Mediation International Network's (EMIN's) Elder Mediator certification - <https://elder-mediation-international.net/become-elder-mediator/>.
- The EMIN two-level certification requirements (basic and advanced) have been developed with input from the Elder Mediation Australasian Network (EMAN) Board.
- This course provides 30 hours for EMIN certification or CPD purposes. You will be provided with a Certificate of Attendance as evidence that you have completed the program.

Feedback from the 2021 online Elder Mediation Training

Would you recommend this online training to others?

- *100% responded in affirmative and will recommend to others*
- *Comment: "Already have told many colleagues to do it."*

What were the strengths of this training?

- *Passionate Facilitator, Dale was able to share her incredible wisdom, knowledge and skills to enable deep understanding of Elders needs, their strengths, capacity, rights and how paternalism and ageist views exist and can lead to shutting down the voice of our seniors.*
- *My work brings me into daily contact with Elder abuse and this course has strengthened my understanding and confidence to mediate in large groups when family complex and dynamics exist.*
- *I have found the skills and knowledge gained in this course and practiced over the weeks have translated into my current work and have noticed that I have been enabled to maintain a neutral position and mediate elder cases effectively, whilst ensuring the Elder remains central at the core of all decision making and choices, even where capacity may be limited.*
- *I believe, my mediation practice with Elders and their complex families has been taken to a new and confident level. I have already seen outcomes for families improved as a result of newly developed skill and practice.*

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- *Thank you, Dale, for a truly inspiring and one of the best trainings I have attended.*
- *The preparation and dissemination of the content. Small group sessions. Variety of experience within the group and encouragement to participate. The persistence in ensuring we get the message of how to “relax” in a mediation and not stick to a pre-conceived/previous learning “agenda.” I think the length of the three-hour sessions was just right and necessary.*
- *The depth of Dale’s knowledge and the clear manner in which she communicated information and examples. The size of the group was good, allowing sufficient discussion and small enough that we were able to become familiar.*
- *An easy to follow, while sophisticated and comprehensive content. Presentation was always relevant to the topic, sought and relevantly took into account participants’ interests and preferences. There was always time for discussions and everyone’s participation. The case studies were relevant and appropriately illustrated the topic on the day/session. A friendly and interesting teaching style – thank you!*
- *Dr Dale is highly skilled and experienced and expert professional is passionate to train and impart her skill and experience to all the participants and the training was interactive and innovative. We have learnt so much from her.*
- *Dale’s knowledge and experience, and her willingness to share both. In my workplace “mediation” has become synonymous with mandated FDRP processes for separating parents, so it was liberating to be given permission to think outside that particular box. The readings were excellent and the case studies too.*
- *Comprehensive and significant*
- *Wealth of knowledge*
- *Having an excellent role model in elder mediation*
- *Dale has exceptional skills and experience in mediation and specifically in the elder mediation space. What she brings personally, on top of the information, is possibly the most valuable piece of the training. The training is generally excellent – it covers the essential elements of elder mediation and the pace, and the balance of time spent on each topic is well measured. I have learned a lot and I believe it will equate to growth in many areas of my work. The final(optional) session on capacity assessment with Dr Lonie was invaluable. I will definitely use the learning in my work with clients, and I would highly recommend this to other elder mediations, along with the main course.*