

# Curriculum Vitae

**Kathy Tetu**

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## Work History & Experience

### 2005 - current

Principle of **Coaching, Conflict Management Mediation Services**

see website: [www.cmmsservices.com.au](http://www.cmmsservices.com.au)

Conflict intervention services with workplace and family clients, both privately and as a contracted panel member. Intervention may include assessment interviews, surveying of staff members, investigations, reporting and recommendations, management briefings, mediation, compiling agreements, meeting facilitation, communication and conflict coaching and customised workplace training in team building and conflict management areas

Mediator panel member with Legal Aid NSW, GIO Insurance, QBE Insurance, LEADR, Roads and Maritime Services

Private clients include University of Newcastle, Mid North Coast Health Service, Department of Disability and Home Care, Department of Housing, Dept of Community Services, Newcastle City Council, Cessnock City Council, small business clients from a wide range of industries, private family law clients

### 2000- current

**Family Conference Chairperson, NSW Legal Aid Commission**

'Chairpersons' facilitate family law conferences between legally aided parents over disputes relating to residence and access of children. 'Chairpersons' must be registered as Family Dispute Resolution Practitioners and are assumed to have knowledge of the Family Law Act. Conferences are contracted on a needs basis and are facilitated either by telephone or face to face.

### June 2012 – June 2013

**Deputy University Complaints Manager, University of Newcastle**

Duties of this part time contract included follow up investigation and reporting on formal and informal complaints from staff, students and public.

Follow ups included interviews with relevant line managers, mediation and coaching where required.

### **2011-current**

#### **Panel member for Care and Protection mediations, pilot program with Legal Aid NSW**

Conferences were contracted on a needs basis to members of the panel. Chairperson facilitated communication between Community Services staff and lawyers, independent childrens lawyers and relevant family members and their legal advisors around issues relating to care plans for children who have been placed in care of Community Services. Conferences operate under the Care and Protection jurisdiction of the Children's Court. Chairperson filed a brief report on the outcomes of the conference. The initial pilot concluded in 2013. A subsequent panel was formed for work in regional areas in 2014.

### **2009-2012**

#### **Trainer/assessor for Charles Sturt University Training in Vocational Graduate Diploma in Family Dispute Resolution**

Liaison with and evaluation of assessments for students undertaking this course through remote study ( course discontinued in 2012)

### **2007 – 2012**

Contract **Family Dispute Resolution Practitioner**, part time with Newcastle Family Relationship Centre, run by Interrelate Family Services

- working with families in relation to disputes involving children –including assessment interviews, mediation preparatory interviews, mediation sessions, compiling of parenting plans, and client case management

### **2000 – 2007**

#### **Youth Justice Conferencing Convenor**

- Coordinating, interviewing, convening and reporting on Youth Justice Conferences for victims, families and young offenders

### **1992- 2006**

#### **Communication Coordinator & teacher, Taree TAFE**

- **Winner of 2006 TAFE NSW Neil Vickers Award for Excellence in Teaching Communication Skills**
- Plan, write and deliver learning programs in the subject areas of:
  - managing conflict & workplace diversity
  - team building & negotiation skills
  - workplace communication
  - goal setting, motivation and time management skills

- writing & presenting workplace documents
- dealing with customers & clients
- Facilitate meetings for internal and external clients
- Course Coordination – Management Communication Grad Cert, Career Education for Women, Work Opportunities for Women
- Special projects for North Coast Institute including facilitation of staff meetings and training of selected staff in specialist facilitation techniques

## Qualifications & Training

2013-14

**Winner of LEADR 2014 Practitioner Award** for 'Significant Contribution to DR for Creative adaptation of DR to meet specific needs'.

Training and accreditation with '*Conflict Coaching International*'

2012

Neuroawareness for Dispute Resolution Professionals, LEADR online course

2011

Accredited as Clinical Supervisor, Family Dispute Resolution(FDR) with Interrelate Family Centres

Accredited as Senior FDR Practitioner, Interrelate Family Centres

Advanced Conciliation Skills, LEADR

2010 Conflict Coach training, CINERGY model

2009 Registered with Attorney General's Department as Family Dispute Resolution Practitioner number R1003886

2008

Masters Dispute Resolution, University Technology Sydney

Accredited as a National Australian Mediator under NADRAC requirements

2007

Attorney General's Department, Canberra,  
4 day training for Family Dispute Resolution Providers, working with Family Relationship Centres

LEADR mediator accreditation – LEADR panel member

2006

'Strategic Conversations' – 2<sup>nd</sup> Road Thinking Systems  
training in 'Meeting to Making' & 'Thinking with Power' facilitation systems

2004 Accreditation Certificate Workplace Mediation training  
Australian Commercial Disputes Centre

1999 – 2007  
Legal Aid Family Law Conferencing Chairperson training and updates

2004 NSW Legal Aid -Graded as solo chairperson- Family Conferencing program

2002 Statement of Attainment in Adult Literacy Teaching, OTEN, Sydney

2001 Cert 4, Assessment & Workplace Training, Port Macquarie TAFE

2001 TAFE Facilitation training  
2 day workshop in facilitation techniques and applications

1999 Graduate Certificate in Dispute Resolution  
Charles Sturt University, Wagga Wagga

1999 Youth Justice Conference Convenor training and appointment  
Juvenile Justice – Mid North Coast district

1998 TAFE Mediation training  
East Coast Counseling & Training(40 hrs)

1998 – 2006  
North Coast Institute TAFE, Mediator panel

1987 Graduate Diploma of Education  
Sydney Institute of Education, Sydney, Australia

1970 - Bachelor of Arts  
University of Guelph, Guelph, Ontario, Canada

## **Professional Development and conference activities**

### **2014**

- NSW Legal Aid, Training for Community Care Partners – specialist Care and Protection mediator panel- 1 day,Nov, Sydney
- LEADR workshop, Nov, Supervision by Linda Fisher – 2 hrs
- Nat Med Conference, 3 days September, Melbourne
- LEADR workshop, Aug, Restorative Techniques – 2 hrs
- ADR Forum, one day event, Newcastle chapter LEADR seminar, May 2014
- 'Book Club', Newcastle chapter LEADR seminar, March 2014

## 2013

- Genuine Effort and Good Faith seminar– Newcastle Chapter LEADR workshop, March, 2 hrs
- Family Law Conference, NSW Legal Aid, 16 August, 1 day
- 'Kongres' – LEADR conference, 2 days. Presenter of workshop: Mediation adaptations in a tertiary education environment.
- Issues in Community Mediation seminar - Newcastle Chapter LEADR workshop, October, 2 hrs
- Mediation Discussion forum- co-facilitator - Newcastle Chapter LEADR workshop, November, 2 hrs

## 2012

- Reframing skills workshop, co-presenter, Newcastle Chapter LEADR, Oct, 2 hrs
- DR & Psychology Conference, *Leadership, Management, Relationships and the Workplace*, 1 day, Sydney, Sept
- National Mediation Conference, 3 days, Sydney, Sept
- Mediating Workplace Bullying, Moira Jenkins, LEADR, August, 1 day workshop
- Ethics and Mediation seminar, Newcastle Chapter LEADR, 2 hrs, June
- Family Law Pathways Conference, June - 1 day, Newcastle
- Borderline Personality Disorder workshop, 1 day, ARAFMI Newcastle, May
- Completed LEADR 'Neuroawareness' program – online training 14 wks, Jan - June
- Fishbowl mediation workshop, March 2hrs, LEADR, Newcastle Chapter
- Insight Dialogue, April, 7 day retreat

## 2011

- Training by Bill Hewlett in '*Relational Mediation*', 1 day
- Legal Aid Family Law Conference, 2 days
- Advanced Conciliation Skills, LEADR conducted for Legal Aid, 2 days
- LEADR 'Kongres' mediation conference 3 days, presenter of workshop '*The magic of pre-mediation*'
- Gateway Family Law conference, 1 day
- Coordination of Fishbowl Mediation exercise, NCR Inc

- Understanding Personality Disorder, TATRA training, 2 days
- Insight Dialogue, 7 day retreat
- Changing Face of FDR, ADRA conference, 1 day
- Federal Magistrates Court Information Session, 3 hours

## **2010**

- Conflict Coaching training, 'CINERGY' model, 4 days
- Gateway Conference, *Reviews and Research on Family Law Changes and Their Impacts*, 1 day
- National Mediation Conference, 3 days
- Dr J McIntosh, Child Inclusive Family Law workshop, 1 day
- Re-partnering with Children workshop, Stepfamilies Australia, 1 day
- Dr Gregory Kramer, *Mindfulness and Clear Comprehension*, 3 day retreat
- Seminar, *Mediation of Employment Disputes*, LEADR, May, 2 hrs

## **2009**

- David Hoffman workshop, *Bringing Peace into the Room*, 1 day
- Co-presenter workshop, *Managing Difficult Emotions in Mediation*, LEADR conference, 3 days
- Narrative mediation training, John Winslade, 1 day
- Gateway Conference, 1 day
- Coordination of 1 day workshop in mediation skills development, ADRA & Newcastle Conflict Resolution Inc (NCR Inc)
- Family Dispute Resolution Conference, ADRA, 1 day
- Gregory Kramer, *Dependant Origination* workshop, 1 day
- Induction as Trainer/Assessor for Voc Grad Dipl FDR – Charles Sturt University Training, 4 days

## **2008 and earlier**

- National Mediation Conference, 3 days
- Richard Cohen, Narrative Mediation workshop, LEADR, 2 days
- Coordination of Fishbowl mediation exercise, NCR Inc, 2 hrs

- *It's for the Kids*, Changes to the Family Law Environment, Gateway Conference, 1 day
- *Safe Transitions: Managing Conflict and Responding to Violence in Post Separation Families*- National Symposium, 2 days, 2005
- Workplace mediation training & accreditation, ACDC, 4 days 2005
- Graduate Certificate Dispute Resolution, CSU, 2000
- North Coast Institute of TAFE, mediator training, 40 hrs, 1999

## **Community Involvement**

Secretary and member of inaugural committee of Newcastle LEADR chapter

Member Newcastle People Chorus

Former member of management committee, Hunter Working Women's Group

**Referees** available on request

# Conflict Management Mediation Services

## Testimonials

### Coaching

*“In the short term it kept me sane knowing there would be an eventual outcome. The mediation agreement will certainly assist in the long term in supporting a collegial working environment. The whole process make me revisit and validate my management practices. Would certainly recommend the coaching process, we are all lifelong learners and as such can all benefit.”* **Head Teacher**

*“The biggest thing ive got from the coaching is that I’ve gained an understanding and awareness of myself, of actions that are not appropriate, how to control my own emotions and not to take things personally. Ive taken a lot away – to listen better to others.”*

### Administration officer

*‘Kathy helped me to think through the staff problems that had come up and develop some effective approaches to having difficult conversations with certain of my managers and my supervisor.’*

*‘Kathy made me aware of the areas in my skill portfolio that I tended to avoid. Through her coaching I have a better understanding of the importance of being very clear & specific about what I am seeking from my reports. I also now realise that following up on these requests is a step I need to ensure happens.’*

### Director of Marketing

*‘Kathy’s coaching skills have helped me deal with some family matters that were delicate and were troubling me significantly. Her coaching style was professional and skilful. It enabled me to challenge my old assumptions to gain a much broader perspective about how i might be viewed by others especially in regard to family and significant others.*

*This is a wonderful method to enhance relationships. I have found working with Kathy to be very empowering and so refreshing: the reflective insights gained from her coaching approach highlight a more balanced and thus productive path. On many occasions she has managed to enhance my perceptions so I feel like I am no longer floundering in the dark but more happily dancing in the light now especially when dealing with families or challenging people.’*

### Psychologist and family client



*'I would just like to say that it has been an absolute pleasure 'working' with you, and I have understood a great deal about myself and how I interact with people through our sessions.'*

**University Project Officer**

*'Kathy is an insightful person who's able to cut through to key points and suggest options in a direct and friendly manner. Definitely do the coaching – it's very worthwhile. (In fact I've recommended you to two people already.)*

*The coaching gave me the opportunity and space (and 'permission') to think about aspects of my immediate role as well as more long term aspects of the job. It also gave me the opportunity and tools to work on specific areas of performance.*

*It was very useful to talk through a couple of situations that occurred during the coaching period which were in some ways emblematic of ongoing issues. I felt I'd been given the tools and a basis to build on to accomplish change.'*

**Senior Librarian**

*'The coaching was invaluable. While I had the skills a work situation had eroded my confidence and the coaching gave them back to me, so thank you. I would recommend the coaching, while most people have the skills sometimes it is about re-evaluating and empowering them again.'*

**Academic Administration Coordinator**

*'You provided me with insight into the foundations of the conflicted environment in which I was working. Your quiet, calm and intelligent approach to problem resolution and coaching is invaluable.'*

**Professional officer – team leader**

## **Mediation**

*"I felt like I was finally being heard. I also felt like I had someone on my side making sure that I was heard. It has been a little awkward since, but getting better every week. Simply better communication has made the world of difference. Would highly recommend your services." KH, Administration Assistant*

*(As a manager) 'I saw the need to resolve the issues around my own behaviour in a clear and open manner and support L to deal with hers. Your objectivity and ability to clarify is invaluable. Any resolution to a workplace problem would be simplified and enhanced by using your services.'*

**Community Support Manager**

*'It is amazing how we are set in our ways and locked into a particular way of thinking and believing, your session made me look past of all that. We would still be there defending ourselves now if you hadn't been there to move things forward and out of the blame*

*game... Thank you Kathy for your professionalism, you have a very difficult job.'*

**Return to Work Coordinator**

*'Highly recommend using your service, provided clarity on many issues and will make the journey ahead of us a lot clearer.'*

**Separated father**

*'The facilitation acted as a circuit breaker to a number of difficult employee relations situations and provided a forum for both sides to have their say in a non-threatening environment. Employees feel their issues are listened to and acted on. External mediation allows management to address delicate issues without having to use more formal procedures that may inhibit a successful outcome.'*

**HR professional, Local Government**

*'Your manner and the ease with which you deal with mediation is very professional and very pleasant. You made a difficult situation more relaxed for me personally and I want to thank you for that.'*

**Family mediation client**

*'Kathy's professional, thorough and independent approach to mediation is just what is needed in stressful and emotional situations such as was happening with our clients.'*

**Workers compensation insurer officer**

*'Fractured or dysfunctional relationships such as the one I experienced can only be dealt with by external, objective intervention. I felt no one was ever judged by Kathy and boiling point was always redirected to a more positive and useful energy.'*

**Counsellor, Local Government**

*'Kathy's facilitation was very skilful. She encouraged full and deep exploration of the main and underlying issues. She is an excellent listener and summariser of key points. I highly recommend her as a mediator.'*

**University professor**

## **Team Building Workshop feedback**

(The workshop)

- *gave opportunity to all members of the team to contribute and to raise some difficult issues*
- *provided clarification of what people need to feel supported in the workplace to function at their best*
- *acknowledgment of difficult times in the past & how this & subsequent changes in the team have affected us individually*
- *I think today's format has helped to get the team joined & better able to move forward for the exciting & interesting times ahead*

## **Managing Workplace Conflict Workshop feedback**

- *no improvements needed. Good balance of large and small group work. Workbook will be of practical use in the workplace*
- *thanks Kathy for an insightful program and opportunities to practise*
- *enjoyed each aspect of course. Most informative and helpful*
- *I found it very valuable, thanks*
- *I felt the role play situations were good, they gave clarification to the variety of situations that can be experienced in teams*
- *I really enjoyed this session – lots of practical advice and interesting discussion – thank you*
- *Thanks Kathy, I really enjoyed the day – liked the fact that as team leaders we have responsibility to manage conflict- a lesson I learned the hard way – it reinforced a lot of principles*
- *a very good workshop*