

2020 Professional Development Workshops

*with the JCU Conflict Management
and Resolution Program*



For further information, please contact:
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jcu.edu.au/conflictresolution

Cairns
Singapore
Townsville

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Our Workshop Facilitators



Dr Andrew Rixon

Founder, Babel Fish Group

Andrew Rixon (PhD in Complexity Science) is a consultant, coach, and educator with a particular interest and passion for entrepreneurship and innovation. Andrew is the founder of Babel Fish Group, a management consulting company specialising in innovative approaches to leadership and change. He has worked across diverse industry and organisations within Australia and internationally across the US, UK and Asia. In 2009, Andrew founded The Story Conference, a highly successful national conference series that focuses on the use and application of story and narrative approaches within organisations and communities.



Dr Maria Rodrigues

Research Coordinator, Community Works

Maria Rodrigues (PhD in Applied Ethics) is the Research Coordinator for Community Works, a Melbourne-based firm that specialises in applying social science research to enhance the impact of international, social, and community development initiatives. Through her research, Maria has developed principals for promoting social justice that apply readily to governance processes, education programs, training modules and media productions. Her primary research interests centre around the psychology of peace and conflict, with a focus on conflict prevention and building ethical understanding across racial, national and cultural boundaries. Her work has been published in a variety of books and journals and has also contributed to international conferences, involving presentations in South Africa, Brazil, New Zealand and Kenya.



Dr Samantha Hardy

**Adjunct Associate Professor, JCU
Principal, Conflict Coaching International**

A leader in the field of conflict management and resolution, Sam Hardy (PhD) is a principal at Conflict Coaching International (CCI) and runs a consultancy practice in creative conflict engagement and education. Sam is an experienced conflict coach and the founder of the REAL Conflict Coaching System. Sam runs CCI training academy and also holds appointments at a number of universities in Australia, South East Asia and the United States. Sam has published widely in conflict resolution, including her books *Dispute Resolution in Australia*, 3rd Ed. (2014) co-authored with David Spencer and *Mediation for Lawyers* (2010) co-authored with Olivia Rundle.



“The professional development workshops are so hands on and practical. The combination of theory, case studies, and practical exercises heightens the learning experience, and the very next day I found myself implementing new skills.”

Natasha Buttler
JCU Graduate
Tash B-Business Coach

Our training is recognised for Continuing Professional Development points by many organisations and professional associations, particularly where conflict management is seen a relevant professional skill. JCU will provide certificates to participants who complete the training.

Negotiation

**27-29 March, 9am to 5pm
JCU Townsville City Campus
Costs: \$1200**

In this 3 day workshop participants will develop essential negotiation and relationship building skills. The workshop provides an introduction into the major factors at play in negotiation and typical stages of a negotiation process. Participants will learn how to assess and prepare for a negotiation and how to negotiate a deal. Participants will also engage in a reflection of their negotiation performance to enhance the benefits of learning from experience. Roleplays are an integral part of this workshop, providing an opportunity for participants to engage in experiential learning activities that facilitate the development of practical skills in negotiation.

Conflict Coaching

**6-9 August, 9am to 5pm
JCU Townsville City Campus
Costs: \$1600**

Conflict coaching supports a person to enable them to constructively deal with conflict, or assist the person to develop their conflict management skills generally. Conflict coaching is widely used as part of the organisational conflict management systems as a way to support employees to manage their own conflicts without the need for a more formal processes.

Participants learn how to coach using the REAL Conflict Coaching Model. Following successful completion of the subject and some additional assessment, participants can apply for accreditation as a REAL Conflict Coach through Conflict Coaching International <https://conflictcoachinginternational.com/>

Facilitation

**15-17 May, 9am to 5pm
JCU Townsville City Campus
Costs: \$1200**

This 3 day workshop will equip participants with intermediary and advanced facilitation skills. Participants will explore group dynamics and learn how to work with “difficult groups”. The workshop considers a contemporary review and introduction to the world’s most well-known practices and philosophies of group facilitation. Through practical activities and reflective practice, participants / students are provided with rich material to become a more effective and resilient group leader.

Cross-Cultural Conflict Resolution

**21-23 August, 9am to 5pm
JCU Townsville City Campus
Costs: \$1200**

An understanding of culture is critically important, particularly in a multicultural country such as Australia and in parts of the country like North Queensland, where there is more than one strong culture. This 3 day workshop offers a unique learning experience by exploring the role that culture plays in conflict and its resolution. Participants will compare and apply various approaches to conflict resolution that are grounded in effective cross-cultural work. Through case studies and participatory methods, participants will develop a deeper understanding and practical skills to engage with the core elements of cross-cultural conflict resolution.

Facilitative Mediation Practice

**24-28 June, 9am to 5pm
JCU Townsville City Campus
Costs: \$2000**

This 5 day workshop provides participants with a strong grounding in facilitative mediation, and the opportunity to develop practical skills used as a facilitative mediator. The workshop meets the requirements of the National Mediator Accreditation Standards, and after completing this training participants are eligible to sit the competency assessment for National Accreditation as a mediator under the Standards. The workshop gives participants essential negotiation, mediation and communication skills required to become a mediator. Participants will also receive individual coaching on their mediation skills from experienced practitioners.

Workplace Conflict Management

**9-11 October, 9am to 5pm
Townsville City Campus
Costs: \$1200**

All workplaces have to manage conflict, both internal and external. There are high costs involved when workplace conflict is not effectively managed. Organisations are recognising the importance of developing and implementing structures to facilitate conflict management and resolution.

At a broad level, this workshop examines the development of systems and structures to facilitate conflict resolution and co-operative decision-making in organisations. It reviews national and local employment laws, Human Resources and Industrial Relations issues for managers and executives, and practical tools and techniques for issue identification and workplace conflict management. At an applied level, the workshop also deals with challenging contemporary workplace issues, like workplace bullying and harassment, performance management and social media at the workplace.