

Registration Form

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ABN 88 010 694 121

Conflict in Schools Workshop
14 May 2009

TAX INVOICE

[please print]

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Title: _____

Name: _____

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Preferred name on certificate:

Fee: \$220.00

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CONFLICT IN SCHOOLS

- How to have a difficult conversation
- Informal mediation in schools

14 May 2009

presents

Princeton Room
University Centre
Bond University
Queensland

CONFLICT IN SCHOOLS

Thursday 14 May 2009

8.15am - 4.00pm

This workshop has been designed for school teachers, administrators and heads. The aims of the workshop include learning about -

- Manage unsatisfactory behaviour by applying a useful formula for conducting a successful difficult conversation
- Learn how to prepare for a difficult conversation by considering issues such as timing and differences in gender, generations and personalities
- Develop practical skills and empowering and coaching staff to manage their own conflict without your direct involvement
- Process and skills of mediation in a school environment
- Micro skills of responses and language in mediation situations

Methods of learning include short lectures demonstration, demonstration by facilitator, brain storming, sharing experiences, role plays and group discussion.

We recommend as preliminary reading:

Fisher and Ury, *Getting to Yes* (Arrow Books, 1990)

Principal Instructor



Ross McSwan

Barrister-at-Law
Accredited Mediator, Supreme
Court of Queensland
President Suncoast Community
Legal Service

Venue

Princeton Room
Level 3
University Centre
Bond University, Queensland 4229
Phone: 07 5595 2039

Program

8.15am - Coffee & Registration
8.30am - Start Session One
10.30am - *Morning Tea*
10.45am - Session Two
12.45pm - *Lunch*
1.45pm - Session Three
2.45pm - *Afternoon Tea*
3.00pm - Session Four
4.00pm - Close

Price

\$220.00 (incl GST) per person. This fee includes course materials, lunch and morning and afternoon tea.

Certification

A Certificate of Attendance will be awarded upon completion of the course.

Comments from previous participants in this course for schools:

- "I enjoyed the style of fact/education and participation/interaction/problem solving. Good adult learning principles applied."
- "The stories and interactions were excellent as were the problem solving exercises as well. All of it. It was fantastic."
- "It fits neatly within the diversity management agenda in EQ. A must."
- "The presentation was good teaching as well as effective and vital info for people in schools."
- "Very well presented. Great learning with the 10 points presented well. Ross - great the way you revisited previous concepts as you went through."
- "Excellent presentation. Related to real-world situation."
- "The 10 points to consider - GREAT!! The role play was fantastic."

Cancellation Policy

There is a restriction on numbers at all Dispute Resolution Centre training workshops. Most courses are filled quickly. Registrations are accepted only if and when payment is actually received. The Centre reserves the right to cancel courses where there are insufficient enrolments. A cancellation fee of \$75.00 will be applied when participants cancel workshop reservations after 23 April 2009. No refund will be given for cancellations after 1 May 2009. DRC cannot be responsible for non-refundable travel and accommodation arrangements.