

PRACTICAL MEDIATION SKILLS

CODE: CJCPMS01



COMMUNITY
JUSTICE CENTRE

The Community Justice Centre provides professional mediation and conflict management training and accreditation services in accordance with the National Mediator Accreditation System.

The Community Justice Centre (CJC) Practical Mediation Skills course is engaging and innovative, offering training participants a positive learning experience.

The 5 day course is focused on both the theory and practice of mediation. Our participants develop the knowledge and associated skills to understand, manage and actively resolve conflict in a range of dispute contexts.

Our trainers are conflict management and dispute resolution practitioners with extensive practical experience and passion for the field.

Why attend this course?

Learn with others

Connect with a small group of people interested to understand the process of mediation and learn new skills.

Gain practical experience

Training participants will engage in realistic dispute scenarios to further enhance the practical skills in effective dispute resolution.

Be professionally accredited

Our course can lead to accreditation as a mediator under the Australian National Mediator Accreditation System.

Our students learn to:

- Understand alternate dispute resolution systems and the standards for professional practice in conflict management.
- Evaluate and assess complex dispute scenarios.
- Effectively communicate with, facilitate and support people in personal, group, organisational and cross-cultural conflict.
- The necessary micro skills to manage difficult situations and help guide the mediation process.

- Independently and critically reflect on and assess their own capabilities and performance, and make use of feedback as appropriate, to support personal and professional development.

Our lead trainer

TROY DEGENHARDT

Director of Community Justice Centre

Troy Degenhardt is accredited under the National Mediator Accreditation System. He is an experienced mediator, facilitator, convenor and conflict coach in a range of dispute contexts.

With over 15 years' experience working with and leading government dispute resolution services, Troy has a depth of knowledge and practical experience that extends into a variety of important conflict arenas.

As Director of the Community Justice Centre, Department of Attorney-General and Justice (NT), Troy understands conflict analysis and community consultation, systems design and service evaluation principles and practice.

Troy holds a post-graduate qualification in Business (Public Sector Management) with Queensland University of Technology and has maintained his mediator accreditation since the inception of the national standards.

Course details

Course Code: CJCPMS01

Prerequisite: NIL

Duration: 5 days (min. 38 hours)

Award: Certificate of Completion

Course inquiries

To find out when courses are available, please call the Community Justice Centre on 1800 000 473 and inquire with the staff of our dedicated training unit; alternatively, you may send an email to cjc@nt.gov.au.