

2023

# Professional Development Workshops

JCU CONFLICT MANAGEMENT AND RESOLUTION PROGRAM



JAMES COOK  
UNIVERSITY  
AUSTRALIA



*Make Life Matter*

[jcu.edu.au](http://jcu.edu.au)

# Our workshop facilitators



**Steve Fisher**

**DIRECTOR, COMMUNITY WORKS**

Steve has practical experience in mediation and conflict resolution over 25 years of working in community and international development programs. Originally trained in the UK and accredited as a mediator in Australia, he has worked on diverse initiatives including three years as a member of the Forum to the World Commission on Dams, which worked to reduce conflict over water and land use, and in various places where communities and resources companies are seeking to reach agreement, including in Australia, India and Peru.



**Dr Maria Rodrigues**

**RESEARCH COORDINATOR, COMMUNITY WORKS**

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.



**Claire Holland**

**DIRECTOR, JCU CONFLICT MANAGEMENT AND RESOLUTION PROGRAM**

Claire is a leading academic in the conflict management and resolution field in Australia. In addition to being a practicing mediator, conflict coach, workplace facilitator, and trainer, Claire brings her knowledge of current scholarship and research into practice.

Claire is active in local and international alternative dispute resolution (ADR) forums, including the Australasian ADR Research Network, Mediators Beyond Borders International (MBBI) and is a Director and founding board member of Mediators Beyond Borders Oceania (MBBO).

*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.*

## Conflict Analysis

**10-12 MARCH, 9 AM-5 PM**  
**JCU TOWNSVILLE CITY CAMPUS**  
**COST: \$1200**

Conflict analysis is the first step towards the effective management and resolution of conflicts. This workshop equips participants with theoretical knowledge and analytical skills to unpack complex conflicts. Participants will learn to identify and explain various elements of a conflict situation and are introduced to a range of theories, frameworks, and models that assist with the critical analysis of complex conflicts. Participants will practice conducting conflict analysis on a range of real-life conflict scenarios to develop a deeper understanding of the elements of conflict and the conflict analysis process.

## Facilitative Mediation Practice

**12-16 JULY, 8.30 AM-5 PM**  
**JCU TOWNSVILLE CITY CAMPUS**  
**COST: \$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.

## Neuroscience, Psychology and Conflict

**13-15 OCTOBER, 9 AM-5 PM**  
**JCU TOWNSVILLE CITY CAMPUS**  
**COST: \$1200**

In this workshop, participants will learn about contemporary research and knowledge in neuroscience, cognitive psychology, personality psychology and social psychology. Participants will explore how these branches of psychology can support our understanding of why conflict occurs, how it develops and how we may be able to manage or resolve it. Participants will learn about different brain structures and body functions that are particularly relevant to understanding the thoughts, feelings, and behaviours of people in conflict. Participants will also explore how people's cognitions, emotions, personalities and social relationships may affect conflict and conflict resolution.

## Negotiation

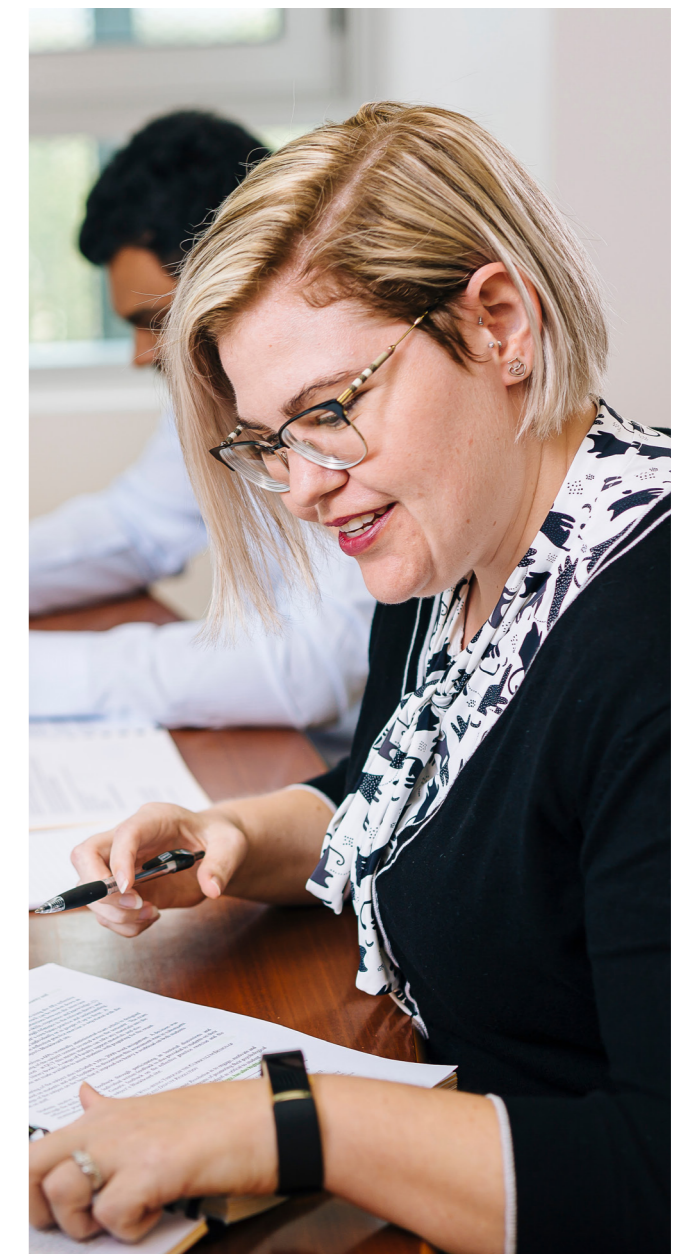
**31 MARCH-2 APRIL, 9 AM-5 PM**  
**JCU TOWNSVILLE CITY CAMPUS**  
**COST: \$1200**

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.

## Cross-Cultural Conflict Resolution

**20-22 OCTOBER, 9 AM-5 PM**  
**JCU TOWNSVILLE CITY CAMPUS**  
**COST: \$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.



*“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



## Contact us

Claire Holland

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