



ALTERNATIVE DISPUTE RESOLUTION

Alternative Dispute Resolution training (ADR) is an effective and efficient way to resolve conflicts. Discover the different types of ADR, including arbitration, mediation, and conciliation. Gain a better understanding of the Appeals system, the Fair Work Ombudsman and the FWC.

You might have a government tender that demands evidence of attending an Alternative Dispute Resolution course. These tender conditions are more prevalent in NSW at the moment, but we have a version for most states. Through comprehensive discussions, participants will gain an understanding of how to use ADR to resolve conflicts in a variety of contexts. They will also learn the skills needed for each type of ADR, ranging from active listening and persuasiveness to consensus-building and collaboration.

KEY COURSE CONTENT

- Understand the various forms of Alternative Dispute Resolution (ADR), including arbitration, mediation, collaborative law, and early neutral evaluation
- Learn the pros and cons of ADR compared to litigation • Learn the roles of the different organisations in the ADR
- Learn to identify appropriate ADR practitioners and how to select the best process for a particular dispute resolution
- Understand the role of the mediator, negotiator, arbitrator, evaluator, and other related roles in ADR
- Explore strategies for effective negotiation and mediation of disputes
- Recognise the importance of effective communication and the use of conflict management techniques in ADR
- Identify your negotiation style
- Positional bargaining techniques



Target Audience

Leaders, managers, team leaders, and employees



Duration

Available as a full-day or half-day course



Delivery

Available in-person at your organisation/venue, or virtual



Group Size

Recommended 4 to 10 participants



Takeaways & Resources

Participants receive a certificate of completion (including Continuous Professional Development hours) and opt for a free follow-up refresher course with the original trainer

GET A QUICK QUOTE

Let us know if you'd like a free, no-obligation quote for your organisation

