



The
Trillium
Group
Conflict Management Experts

COMMERCIAL MEDIATION TRAINING

What is it?	Standard program to introduce theory and practice of interest based and facilitative mediation models; process model for preparing, conducting and debriefing mediation
For whom?	Senior managers and professionals, including lawyers, accountants, architects, engineers, others who deal with and resolve conflict and are interested in developing their skills to be effective in managing and mediating commercial and business or industry and government related disputes, including litigious matters
Length	5 day standard program, can be customized for particular commercial contexts
Outcomes	Knowledge of mediation theory and tools, including screening, introductory sessions, facilitated discussion steps, interactive listening, issue identification and problem solving questions, option generation, conflict management, risk and option assessment processes in commercial context
Features	Extensive interactive process and feedback, individualized coaching, reference materials, scenarios focused on commercial context; Prerequisite for Mediation Training for National Accreditation

The Trillium Group Pty Ltd ABN 52 098 753 612

Sydney Office Suite 320, St. James Trust Building, 185 Elizabeth St., Sydney, NSW, 2000, Australia

Melbourne Office 643 Riversdale Rd., Camberwell, VIC, 3124, Australia

Phone 1800 636 839, 02 9036 0333 | Email enquiries@thetrilliumgroup.com.au | www.thetrilliumgroup.com.au