

Evaluation Form

Fair Work Australia

Mediation Workshop

Melbourne – 17–20 February 2011

Professor John Wade

1. What did you like about the seminar?

- Interaction with other members discussing topics introduced by trainers. Information on mediation techniques.
- Taught me a method/process to deal with conflict situations which is very different from the way in which I have worked. Challenged every preconceived idea I had about mediation and utility of the mediation processes within our FWA environment.
- Theory/practice blend effectively; well structured role plays; strong focus on mediation theory and on changing our behaviours.
- Information going to more explanatory intro re introducing myself and process about to take place.
- The techniques.
- Framework/materials; micro-skills and mix of role plays; practical focus; peer learning.
- Demonstration of theory by practical examples; provision of ‘templates’ and other aids to better manage conciliation process.
- Diamond method of guidance to step through for mediation.
- The practical experience of both presenters, particularly the examples.
- Practical exercises; theoretical framework of mediation.
- Time to reflect on what I do; hearing from other members; practical suggestions.

2. What would you like to see changed?

- Not Saturday and Sunday please.
- Being aware of using neutral language.
- Perhaps shorter number of days.
- Provision of course manual a week earlier.
- I thought the balance *between practical* and theory was very good. The cards were a great method of being able to go forward and practice without losing some of the theory.
- The fact that the participants do have a context which does not always fit within the structured process of mediation.
- Greater acknowledgement or adaptation to, in particular, general protection matters.

- Split the time – have 2 days then come back for final 2 days to try and practice what has been learned and then having a structure reflection.

3. What else would you like to learn or practise more in relation to negotiation?

- Very helpful, practical benefits to dealing with conciliation role.
- Follow up course would be extremely useful in 6 months. Need to review what we have learnt.
- Very worthwhile and well led course.
- Excellent presenters.
- I particularly enjoyed the manner in which John and David interacted with the group. Highly professional.
- Good course, useful without trying to impose single model on members.
- Thanks.