

# Facilitated Discussion in the Workplace

## Course Guide



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Mediation Institute in  
collaboration with Emverio  
Workplace Solutions



## The Course

The Facilitated Discussion course is a professional development course for workplace leaders and managers to assist them to understand how to intervene to diffuse workplace conflict when it arises.

It contains the theory used to train mediators and in many ways the process used for facilitated discussion is the same as that used by accredited mediators.

The course goes into the differences between the two processes, Facilitated Discussion and Mediation and helps those trained in Facilitated Discussion to identify when you should facilitate a process yourself, when you should bring in a mediator due to potential conflicts of interest and when another process is likely to be more appropriate.

This guide provides you the information you need to understand the requirements for this course and how it fits into the dispute resolution framework in Australia.

This course provides credits towards the training needed for the Mediation Institute NMAS Mediator Accreditation Course and allows entry into a role play course required to complete the pre-requisites for NMAS Accreditation.

More Information available online –

<https://www.mediationinstitute.edu.au/facilitated-discussion-training/>

To enrol in the course –

<https://www.mediationinstitute.edu.au/product/facilitated-discussion/>

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## About the Facilitated Discussion Role

Facilitated Discussion is a process where people in the workplace are assisted in discussing issues and disputes that are leading to disharmony, disruption or conflict.

The facilitator may be a direct manager, HR manager or from a different part of the business.

Facilitated Discussion is unlike mediation in that it is sometimes not a voluntary process as it may be a required step in workplace dispute resolution processes.

The facilitator is not necessarily without a conflict of interest regarding the dispute and the process may contain elements of evaluation and coaching if workplace policies and procedures need to be clarified for the parties.

The final major distinction is that it is not usually a confidential process and information provided may be used in further steps such as workplace investigation, disciplinary procedures or other actions may be taken subsequent to a facilitated discussion.

Mediation on the other hands is usually facilitated by someone who does not have a conflict of interest (such as an interest in the outcome of the dispute), is normally confidential and is more often facilitative rather than evaluative in the workplace context.

There is still a requirement for procedural fairness and an intake process to make an assessment to determine if the process is appropriate.

There is currently no formal accreditation process for Facilitated Discussion in Australia.

Those seeking formal accreditation in dispute resolution should continue their studies by completing the NMAS Accreditation Training and Assessment and then apply for NMAS Accreditation.

The Facilitated Discussion course provides you with an in-depth understanding of conflict and how it escalates, the interpersonal skills needed to facilitate discussions between other people and a structured process to guide the discussion and avoid it turning into an unproductive argument or judgement process.

You will provide interventions for fellow employees but not necessarily meet the full requirements imposed by the National Mediator Accreditation System (NMAS). When working as a facilitated discussion facilitator we recommend that you use the terms “facilitated discussion” and “facilitator” to avoid misrepresenting yourself as a NMAS accredited mediator.

# Course Design

## Online Learning

Our course is designed for busy people who don't have time to attend workshops. We also believe that cramming learning into a workshop format is not the best way for adults to learn.

The course is made up of seven (7) main modules which you can work through at your own pace using our learning management system which you can access via the internet from your computer.

The course includes knowledge assessment but does not include mandatory role plays.

There is a series of five webinars hosted by Emverio Workplace Solutions trainers and mediators covering an overview and the five major stages of workplace dispute resolution.

## Enrolment Time Frame

You have six (6) months from your date of enrolment to complete the course however you should be able to complete it in twenty hours or less.

We will be running a sequence of five x 45-minute webinars which will be recorded and available if you are unable to attend live.

The sessions are:

1. The Model and Intakes / Pre-Mediation Sessions
2. Joint sessions - Opening statements and agenda setting
3. Joint sessions – Exploration and Private Sessions
4. Joint sessions – Option Generation and Agreements
5. Post Session Strategies and Review

## About the Facilitated Discussion Course

The course reflects the knowledge needed for frontline dispute resolution as the first point of contact where an issue or dispute is causing disruption to workplace relationships.

The course modules are:

- Workplace Dispute Resolution – which provides context and an overview
- The facilitator and the facilitation process – which goes more deeply into the role
- Part One: Assessing Complaints, Policies / Procedures and Legislation
- Part Two: The Facilitator, The Mediator and Facilitated Dispute Resolution
- Part Three: The Nature of Conflict and Communication
- Part Four: National Mediator Accreditation System (NMAS) and Ethical Practice for non-accredited Facilitators
- Part Five: Before the discussion or Mediation
- Part Six: The Dispute Resolution Process
- Part Seven: Effective Interpersonal Communication Skills
- Additional Information and resources

### Entry Requirements

This course has no pre-requisite qualifications, experience or accreditations required to be eligible for enrolment.

## How to enrol in the Facilitated Discussion Course

You can enrol online by going to

If you have a number of people to enrol or need to set Mediation Institute up as a vendor in your purchasing system you can email [office@mediationinstitute.edu.au](mailto:office@mediationinstitute.edu.au) with the names, phone numbers and email addresses of your proposed students.

More Information available online –

<https://www.mediationinstitute.edu.au/facilitated-discussion-training/>

To enrol in the course –

<https://www.mediationinstitute.edu.au/product/facilitated-discussion/>

# Becoming a NMAS Accredited Mediator

This course covers the theory required for NMAS Mediator Accreditation however this is another eighteen (18) hours of practical skills development and demonstration required in order to be eligible for assessment for NMAS Mediator Accreditation.

The NMAS stands for the National Mediator Accreditation System which is the minimum standard for training, assessment and accreditation for mediators in Australia.

Scan the QR Code or visit <https://msb.org.au/becoming-mediator> to see a short video explaining the process.



Mediation Institute is a Recognised Mediator Accreditation Body and can provide you with the skills development and accredit you under the NMAS System.

## NMAS Accreditation standards

The NMAS lists the accreditation requirements - <https://msb.org.au/>

### 2 Approval requirements for accreditation

2.1 An applicant must be of good character and possess appropriate personal qualities and experience to conduct a mediation process independently, competently and professionally. An applicant must:

- a) Provide written references from two members of their community who have known them for more than three years to the effect that they are of good character, or demonstrate that they already satisfy this requirement under another system;
- b) disclose if they have been disqualified from any type of professional practice;
- c) disclose any criminal conviction;
- d) disclose any impairment that could influence their capacity to discharge their obligations in a competent, honest and professional manner;
- e) disclose if they have ever been refused NMAS accreditation or accreditation renewal or had their accreditation suspended or cancelled.
- f) comply with the Approval Standards and Practice Standards, with any relevant legislation, professional standards and any other requirements that may be relevant to them;
- g) pay the MSB registration fee in accordance with their RMAB's practices;
- h) become and remain a member of an RMAB or a member or employee of an organisation with a relevant ethical code or standard and a complaints and disciplinary procedure that can address complaints against mediators;
- i) acknowledge that an RMAB can disclose information about them to the MSB and the MSB can release it to other RMABs upon request; and
- j) be covered by relevant professional indemnity insurance or have statutory immunity

# Pathway to NMAS Accreditation

If you would like to apply for NMAS Accreditation you will be required to undertake 9 role plays in facilitating mediation prior to being assessed for NMAS Accreditation through a role play and theory assessment.

For more information about the NMAS Mediator Training and Assessment Course - <https://www.mediationinstitute.edu.au/nmas-mediator-course/>

The costs associated with NMAS Mediator Accreditation when taking the Facilitated Discussion Certification Pathway

<p><b>Facilitated Discussion Course</b></p>	<p>Certificate course delivered through online learning</p> <p><a href="https://www.mediationinstitute.edu.au/product/facilitated-discussion/">https://www.mediationinstitute.edu.au/product/facilitated-discussion/</a></p>	<p>\$2,199</p>
<p><b>NMAS Certified Facilitator Upgrade Course</b></p>	<p>Role Plays, NMAS Knowledge and Practical Assessment</p> <p><a href="https://www.mediationinstitute.edu.au/product/facilitated-discussion-upgrade-nmas-skills-program/">https://www.mediationinstitute.edu.au/product/facilitated-discussion-upgrade-nmas-skills-program/</a></p>	<p>\$1,990</p>
<p><b>NMAS Membership and Accreditation Fee</b></p>	<p>Membership with Mediation Institute including Mediator Standards Board (MSB) Accreditation Fee.</p> <p><a href="https://www.mediationinstitute.edu.au/product/new-nmas-mediator-membership/">https://www.mediationinstitute.edu.au/product/new-nmas-mediator-membership/</a></p> <p><i>Corporate rates are available with discounts up to 50% depending on the number of practitioner members.</i></p>	<p>\$360</p>



## Our Training Team

The course has been developed in collaboration between the Mediation Institute Training team made up of NMAS Accredited Mediators and the team from Enverio Workplace Solutions drawing on a depth of knowledge and experience in workplace dispute resolution in all its contexts.

The content provides theory but is also practical and gives guidance into what works in the real world, with real people to help them to step back from the upset emotions and unacceptable behaviour that can result from entrenched and unresolved conflict.

The adage “those who can do, those who can’t teach” does not apply to our team!

All of our team work in dispute resolution as well as train dispute resolution skills and maintain their accreditation which requires practice hours as a mediator and professional development.

Another criterion of our training team is a passion for dispute resolution as well as enjoyment of mentoring and training new entrants to the industry.

## Mediation Institute

Mediation Institute Pty Ltd (Mi) is a specialist national trainer of dispute resolution and a professional membership association for dispute resolution professionals.

Established in 2013 to provide high quality, reasonably priced dispute resolution training via eLearning Mediation Institute continues to grow and expand the range of courses available.

We now offer training in:

- Facilitated Discussion Facilitator Training (Certificate Course)
- NMAS Mediator Training and Assessment (NMAS Accreditation System)
- Transformative Relationship Mediation (Certificate Course)
- Family Group Conference Facilitator Training (Certificate Course)
- CHC81115 – Graduate Diploma of Family Dispute Resolution (VET Course delivered in partnership with Inspiritive RTO Code 21778)

We will shortly release courses on Whistleblower Legislation and Workplace Investigations

The course is provided by Mediation Institute and our team of NMAS Accredited Mediators. Workshops may become available facilitated by suitably qualified Emverio Mediators.

Mi is a Recognised Mediator Accreditation Body (RMAB) authorised by the Mediators Standards Board (MSB) to accredit mediators against the National Mediator Accreditation System (NMAS).

## Supporting your Learning

If you have a special need, we are happy to assist you to be successful in your learning. Please advise us or enquire when enrolling.

This course is intended for managers, team leaders and others who have a role where they can assist other members of their workforce to resolve disputes early and informally. It required reading and comprehension at the high school leavers level. If you have concerns about your ability to complete this course please speak with us. The course is theory based and includes quizzes to assess your understanding of the content.

# Emverio Workplace Solutions

Emverio Workplace Solutions (formerly Evolve Workplaces) is a specialised national provider of dispute resolution services to employers across Australia and New Zealand.

Emverio Workplace Solutions provides external support to employers, including;

- **Workplace Mediations (EWM)** – the provision of accredited and experienced workplace mediation and conflict experts who facilitate, mediate, conduct workshops and training to support improve internal skills in dealing with conflict, dispute resolution and culture change.
- **Workplace Investigations (EWI)** – independent workplace investigations into allegations of bullying, sexual harassment and other code of conduct and policy breaches **and** workshops and training opportunities to improve skills in managing complaints in the workplace.
- **Workplace Whistleblowing and Complaints Service (EWC)** – an external whistle-blower and complaints service where EWC partners with employers to receive and process employee complaints in its behalf.

The specialist knowledge of the challenges that employers have specific to managing workplace conflict has informed the development of the Facilitated Discussion in the Workplace Course.

<https://emverio.com/>

## Mi Student Handbook

The handbook is available for download on our website. [Mi Student Handbook](#)

## Contact Details

More Information available online –

<https://www.mediationinstitute.edu.au/facilitated-discussion-training/>

To enrol in the course –

<https://www.mediationinstitute.edu.au/product/facilitated-discussion/>

## Mediation Institute

Phone: 1300 781 533

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Social Media:



<https://www.facebook.com/mi.mediation/>



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