

## What makes Mediating Works different from its competitors?

There are a number of features that make Mediating Works distinctive in the field of mediation:

- A mediation practice which is founded in a proven theory
- Skilled mediators with expertise in negotiation theory and psychology
- Mediators skilled in analysing group and organisational dynamics
- A model of service delivery which is brief, quantifiable and solution focused
- A model of negotiation and mediation which prioritises the importance of the relationship between the parties
- Emphasis given to ethical practice
- Counselling and training services as an alternative to or follow up from mediation, if needed
- Rurally based service with an understanding of rural issues



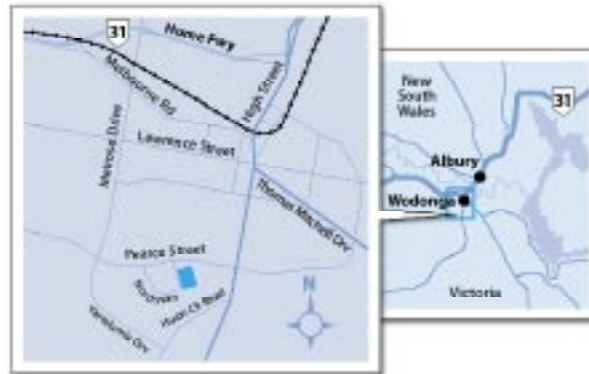
## Contact

Gregory Dale - Psychologist

Murray Valley Private Hospital  
Nordsvan Drive (corner Pearce Street)  
Wodonga VIC 3690

Phone: (02) 6055 3100  
Mobile: 0438 258889

Email: [info@mediatingworks.com.au](mailto:info@mediatingworks.com.au)



# Mediating Works

*High quality mediation and counselling services for individuals and organisations in rural and regional Victoria and New South Wales*



## Mediation Services

Mediating Works delivers a high quality mediation service and focuses on providing skilled mediation that can resolve a conflict, generate creative solutions to problems and allow parties to maintain a good working relationship.

Mediating Works is able to offer an early intervention to conflicts and bring a resolution before the conflict becomes entrenched and deadlocked.

### *7 Element Model*

The mediation service is based on the model of negotiation developed by Harvard University in which each negotiation is analysed by reference to seven distinct elements.

Mediation is a facilitated negotiation between two parties with the mediator managing the negotiation process. The mediator uses a combination of individual sessions initially and later joint sessions to facilitate discussion between the parties in order to arrive at a resolution.

The mediator is a process manager and directs the parties to explore the seven elements of the negotiation process.

In most cases the mediation sessions will be delivered over two consecutive working days in approximately eight hours. There is an initial free no obligation consultation to assess the suitability of mediation and get an estimate of the recommended time scheduled for the mediation.

On conclusion of the mediation sessions there is a brief report available to summarise the process, content and outcome of the mediation sessions. The report would include any resolutions made between the parties.

Following mediation there are other additional services available such as training or counselling which can support the process of change.

## Training Services

Mediating Works offers clients training programs to improve their knowledge and skills in negotiation and conflict resolution. The programs focus on a balance of theoretical content and experiential learning which can be customised to suit the client group.

The training programs include the theories of principled negotiation and the 7 Element model of negotiation and other communication skills. The programs delivered to date have included;

- Managing conflict in the workplace
- Responding to customer abuse
- Skilled communication that strengthens relationships



Murray Valley Hospital

## Psychology and Consulting Services

Mediating Works delivers mediation services and extends beyond the issues negotiated in mediation.

Mediations deliver an outcome one way or the other and the mediator will be able to make recommendations.

Additional services include counselling, training and organisational development in various related areas. Psychology and consulting services include:

### *Individual and couples counselling for:*

- Stress
- Anxiety
- Depression
- Adolescent behaviour problems
- Relationship issues
- Grief and loss
- Rehabilitation
- Parenting assistance
- Work stress
- Trauma

### *Organisational consultancy for:*

- Employee assistance programs
- Change management
- Strategic planning
- Mediation
- Critical incident debriefing
- Supervision, Training
- Assessments and reports