

The Conflict Management Academy

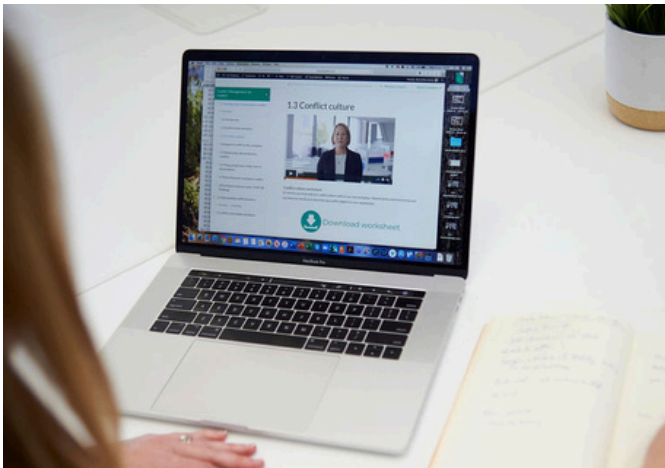
TRAINING

Conflict Management Academy offers accredited training for you to become a REAL Conflict Coach, and also a range of continuing professional development opportunities, including advanced training programs, webinars-on-demand, Masterclasses and Artistry Drop-in sessions, and our annual Conflict Leadership Program, which includes small group reflective practice sessions.



VIDEO LESSONS

Our courses all include short video lessons. We try to keep most of these under 20 minutes, because we know it can be tiring to watch longer videos and still take in the content. You can watch the lessons at any time and place where you have internet.



WORKBOOKS

All courses come with a downloadable pdf workbook, which includes some content summaries and questions to help you apply your learning in your own particular context. Workbooks can also be ordered in hard copy through our print-on-demand service.



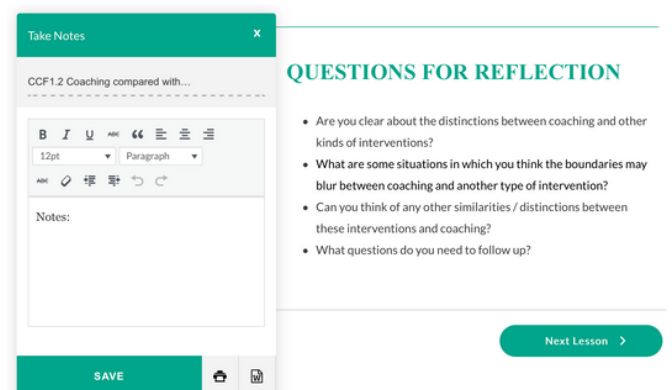
WRITTEN CONTENT AND INFOGRAPHICS

Videos are often supplemented with additional written materials, including downloadable information sheets and infographics.



WORK FULLY ONLINE

If you prefer to work fully online, we have a cool Take Notes function on the learning platform to allow you to save and print your notes as you go through the lessons.



ABOUT THE COURSE

Explore the relationship between conflict and coaching. Learn and practise the REAL Conflict Coaching System and skills. Develop the capacity to support others to manage their own conflict more effectively.

Conflict coaching involves a conflict specialist providing one-on-one support to a person to enable them to constructively deal with conflict. Support may be provided in relation to a specific conflict, or to assist the person to develop their conflict management skills generally.

CPD AND ACCREDITATION

This highly-interactive and skills-focused course leads to various accreditations:

- Accreditation as a REAL Accredited Conflict Coach by Conflict Coaching International;
- 40 hours of Continuing Coach Education to contribute to accreditation by the International Coach Federation for (36 hours of towards Core Competencies and 4 hours towards Resource Development);



"Working in a client focused role, the ability to enable and empower clients is invaluable. This process, while giving you the skills to help clients in a more rounded and accountable approach, also provides great insight into your own working and engagement styles. For anyone in HR or crisis type roles, this course and approach can only help to deliver the desired client outcomes."

*Stuart Clarke, Australian Government
Department of Health*



After completing your REAL Conflict Coaching Fundamentals training, you are eligible to sit the assessment to become a REAL Accredited Conflict Coach.

This accreditation gives your clients confidence that your coaching skills and ability to use the REAL Conflict Coaching System have been reviewed and approved by expert coach assessors.

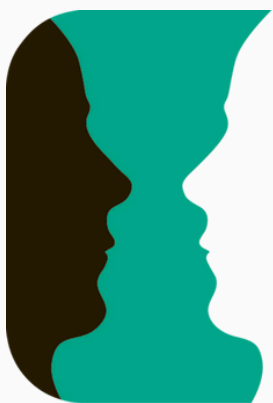
Assessment involves submitting a video recording of you coaching a client for a 60-90 minute session using the REAL Conflict Coaching System.

You are also required to submit answers to some reflective questions about your interventions in the coaching session.

REAL Accredited Conflict Coaches must agree to comply with the REAL Conflict Coaching Practice Standards, and provide a reference to show that they are of good character.

REAL Accredited Conflict Coaches receive a logo that they can use on their business cards, website, email signature and social media profiles as evidence of their achievement.

As well as being an important milestone, the process of applying for accreditation is an important learning activity, providing you with an opportunity to receive detailed feedback on your coaching, and to engage in reflective practice for your future development towards artistry in your practice.



REAL

Accredited Conflict Coach

"The process to become a certified REAL Conflict Coach for me was a good experience. I was well supported to prepare for the assessment, through practice coaching process and ability to connect with Sam and other course participants regularly. The accreditation opened up new career pathways for me and allowed me to expand my professional networks in ways I couldn't have imagined when commencing the course. Thanks Sam for all your support!"

Courtney McCaw, Alternative Dispute Resolution Specialist, TAFE NSW

- Conflict resolution professionals who wish to add conflict coaching to their range of services;
- Other coaches, e.g. business coaches, life coaches, and personal coaches who would like to extend their competency in working with clients in conflict.
- Leaders who wish to develop conflict resolution and coaching skills.
- Lawyers seeking expertise in conflict coaching.
- Teachers and other education professionals seeking to manage conflict in learning and research environments.
- Anyone with an interest in enhancing their capacity to deal with conflict more effectively.

"I have done a number of training programs and consider myself a very experienced coach. But there is always something more to learn. I found the REAL program engaging, challenging, rewarding and very valuable. A nurturing and enriching experience, I am really delighted to recommend it."

*Dr Rosemary Howell, Director,
Strategic Action.*

"The course teaches a process and a set of questioning skills that can allow you to help somebody else manage their conflict situation better. I learnt how to support someone to solve their own problem rather than telling them what they should do. I think the conflict coaching skills are useful in quite diverse circumstances and industries. I think that anyone that wants to support people to find their own solutions could learn something in this course."

David Belavy, Anaesthetist

"The course is a must do for anyone working in alternative dispute resolution. It would also benefit anyone in a leadership role or aspiring to a leadership role, as it provides a great foundation for understanding conflict behaviour and how to help people deal with conflict."

Deb Black, Blackforrest Consulting, Australia



COACHING PRACTICE AND FEEDBACK

As part of the REAL Conflict Coach training program, you have the opportunity to engage in coaching practice (as both a client and a coach) and receive individualised feedback for your continued development.

EXPERIENCING COACHING AS A CLIENT

As soon as you start the course, you will be invited to participate in a coaching session with a REAL trained coach during which you experience the process as a client. Students find it invaluable to get a feel for the client's experience before they learn to coach.

"I highly value the opportunity for coaching sessions with other students. In addition, Sam helps pair the two coaches, which of course makes it easier. And, I think it is of great value that Sam videos it for review. Also, the way Sam makes herself available for a one-on-one meeting through an online calendar sign-up sheet. It shows her devotion to the program, which I believe raises the value of the program."

*Bonnie Schuman, Mediator,
Los Angeles, USA*

PRACTICING COACHING CLIENTS IN CONFLICT

After you have completed Module 6 of the course, you have the opportunity to practice coaching with two different clients. You can provide your own client, or we can introduce you to a "client" for this practice purpose. These two coaching sessions are recorded and you will receive detailed feedback on your performance as a coach.



We have a special zoom room available for people to use for these coaching sessions, which will automatically record your coaching session and send it to the trainer for feedback. You will receive a copy of the video recording, a transcript of the coaching session, and detailed written feedback on your coaching.



Dr Samantha Hardy developed the REAL Conflict Coaching System, which is a model based on rigorous academic research and reflective practice. It is also a model that, while based on a strong theoretical foundation, is jargon free and easily understood by both coach and client.

The REAL system is based on the idea that the stories we tell ourselves and others about our conflict experiences can entrap us in dysfunctional responses to conflict. By helping clients explore and expand on their conflict stories, we improve their conflict mindset and their understanding of choices, which builds their capacity to manage conflict constructively and to develop resilience.

Using this system, coaches support clients to explore and develop the story they are telling themselves about the conflict. This inevitably leads to opportunities for the client to gain greater clarity and understanding about the conflict (including other perspectives) and to recognise past and future choices available to the client to act in relation to aspects of the situation over which they have control.

The REAL Conflict Coaching System also provides clients with an opportunity to develop competence and confidence to manage their conflict effectively in the long term, both in relation to the specific conflict they are currently facing, but also building their capacity to manage other conflicts better in the future.



"The REAL Coaching System is not only innovative and effective, but is based on evidence and practice, not only as part of her PhD but in her professional experience since. Since being accredited in the use of this model I continually use it in my professional domain and find it extremely effective when applied."

*Kieran Plasto, Psychologist,
Resolve, Australia.*

REFLECTION

REAL Conflict Coaching encourages and assists people to develop the capacity to engage in reflective practice in their future conflict interactions, for the purpose of reflective learning and the development of artistry.

ARTISTRY

REAL Conflict Coaching builds peoples' capacities to engage in future conflict at the level of artistry.

It encourages and supports individuals to go beyond the merely satisfactory, and to achieve excellence.

"When I was investigating conflict coaching models, I was specifically looking for one that had solid depth in conflict resolution theory, was not based on telling people what to do, and had immediate practical use. Because Dr. Hardy's REAL model considers conflict situations can be explored in either single or multiple sessions, it allows individuals the space to reflect on their own stories in a time frame that works for them. The model has given me the ability to serve businesses, veterans, and post-incarcerated individuals because it is relatable to the human conditions we face in conflicts."

*Sharon Brunner Rowe,
Brunner Resolution Group, USA*

ENGAGEMENT

REAL Conflict Coaching supports people to constructively engage with, rather than avoid conflict. REAL Conflict Coaches assist people to find the right level of depth at which to engage, and to sustain that engagement in the long term if necessary.

LEARNING

REAL Conflict Coaching grounded strongly in principles of adult learning. It supports people to engage in lifelong reflective training.



Conflict Management Academy offers a number of live sessions each month for current students, graduates and REAL Accredited Coaches to get together, enhance their knowledge and practice towards artistry, and access peer support.



Each month in our REAL Masterclass, we present an advanced topic related to conflict management. These presentations are usually around 45-60 minutes long, followed by 60 minutes discussion. Masterclasses are recorded, so if you can't make it live you can catch up on what you missed at a time convenient for you.



We also offer monthly Artistry Development Drop-In sessions. These are informal sessions when you can simply turn up and ask questions, share ideas or resources, engage in skills practice, debrief on a tricky practice situation, network with other practitioners, or just hear what other people have to say.



Conflict Management Academy offers regular webinars on topical issues, with opportunities for live discussion and Q&A.

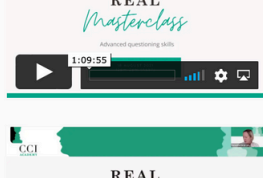
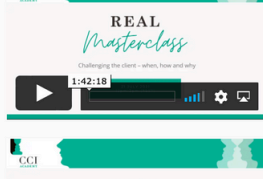
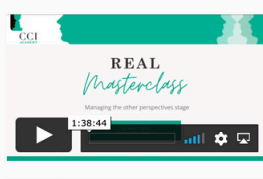
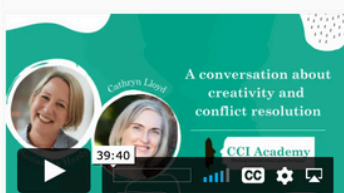
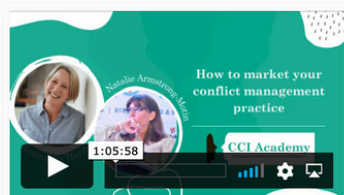
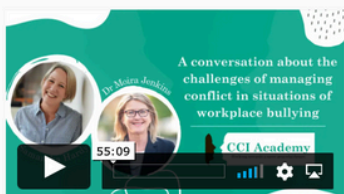
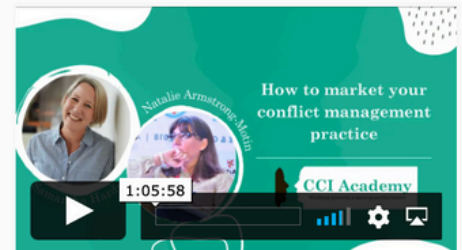
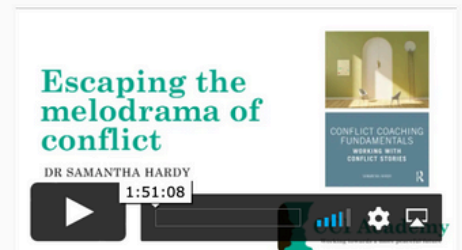
"I highly value Conflict Management Academy's support. You become a part of a community which provides opportunities for support. One such opportunity is the monthly open forum get-together. Here coaches feel comfortable to bring up whatever issue they choose and receive responses from both other students and Sam."

*Bonnie Schuman, Mediator,
Los Angeles, USA*



Students and graduates have access to a resources library of more than 120 hours of recorded Masterclasses, Webinars and Conflict Conversations, as well as blogs and book/article reviews. You can access these if you want to find out more about a specific topic discussed in an earlier session, or just browse through to engage in professional development when you need it.

-  **CONFLICT CONVERSATIONS**
-  **WEBINAR RECORDINGS**
-  **MASTERCLASS RECORDINGS**
-  **BLOGS**
-  **BOOKS / ARTICLE REVIEWS**



Conflict Management Academy offers a range of advanced online courses for coaches to expand their knowledge and skills to support people to manage conflict more effectively. Past students are entitled to a discount on advanced courses, and there are great package deals available.



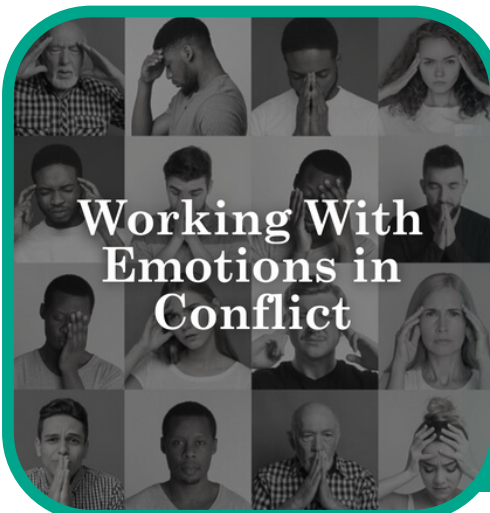
In this course you will explore the dynamics of conflict in the modern workplace. You will dive into topical examples including bullying, social media, performance management, cultural and generational differences. You will develop the attributes of a conflict competent leader, providing just the right kind of leadership at the right time.

Visit: www.conflictmanagementacademy.com/cml

People often get trapped in their own conflict stories. This course explores how we typically tell conflict stories to ourselves and others, and how they tend to work against us managing our conflict effectively. It introduces some strategies to help people shift their conflict stories into one in which they are the hero of the next chapter.



Visit: www.conflictmanagementacademy.com/wcs



As conflict support practitioners, we also need to be aware of the relationship between conflict and emotions, and how emotions can both hinder and help the way the conflict is managed. This course is designed to provide you with the knowledge and the skills to better support clients in conflict to recognise, regulate and express their emotions in a way that enables them to manage their conflict constructively.

Visit: www.conflictmanagementacademy.com/wwe



Braving the Conflict Arena

This course applies the work of Brené Brown on courage to the conflict arena. Explore the dynamics of conflict and how they can make us vulnerable. Learn how to be courageous in conflict, so you can manage it effectively and confidently, and keep your integrity intact! Includes modules on values and integrity, armour and boundaries, curiosity and generosity, conflict stories and self-care in conflict.

Visit: www.conflictmanagementacademy.com/bca

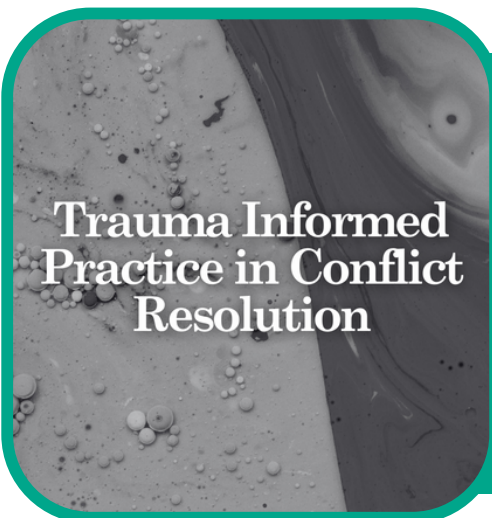
Our course is specifically crafted to address the unique challenges and opportunities within the conflict resolution field. Benefit from the insights of industry experts who have successfully established and scaled their conflict management businesses. Engage in practical exercises, case studies, and collaborative discussions to apply your newfound knowledge in real-world scenarios.

Visit: www.conflictmanagementacademy.com/btt



Beyond the Table

Developing and Marketing Your Conflict Management Practice



Trauma Informed Practice in Conflict Resolution

Being trauma aware does not require a degree in psychology. However, you do need to understand how trauma impacts on those who have experienced it, and how it might impact on their capacity to participate in conflict resolution processes. Discover the key to fostering empowerment, trust and safety with our groundbreaking online course on Trauma-Informed Practice in Conflict Resolution.

Visit: www.conflictmanagementacademy.com/trauma-informed-practice-in-conflict-resolution-course/



Discover what transformative mediation is all about. Separate the myths from the reality. Learn about the transformative theory of conflict and self-determination theory. Explore the three main practices of a transformative mediator. Examine how a transformative mediator would manage individual sessions, the mediator's opening, power imbalances and challenging behaviour. Discover the answers to some common questions about transformative mediation.

Visit: www.conflictmanagementacademy.com/transformative-mediation-essentials

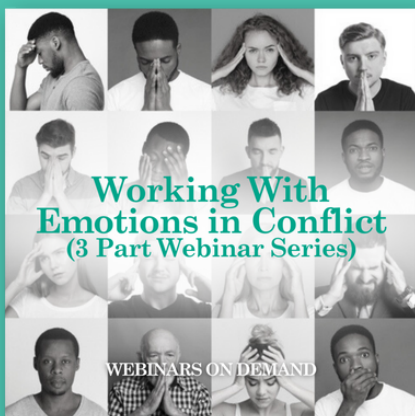
Learn how to respond to challenging behaviours ethically and without accidental discrimination. The Ready for Anything challenging behaviour training program is divided into 3 core modules, which are each divided into segments totalling an hour in length. The first module teaches you how to appreciate challenging behaviors, the next teaches you to develop your own principles to respond, and the last focuses on how you can apply them in your day-to-day work life.

Visit: www.conflictmanagementacademy.com/ready-for-anything/



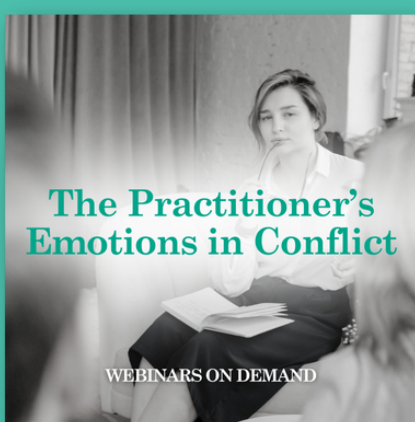
Looking for some short, practical professional development training? Our webinars on demand are around 45-60 minutes each, and very affordable. Access the PD you need when you need it, and watch it at a time and place that suits you. We are adding new webinars all the time, so there is always something new to learn!

Visit: www.conflictmanagementacademy.com/webinars-on-demand/



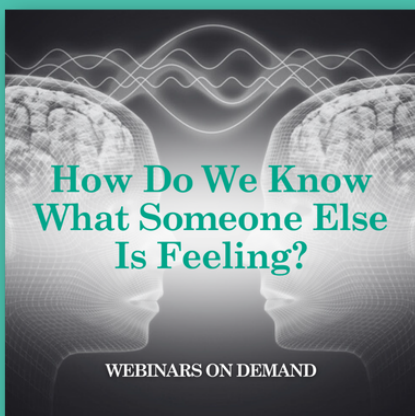
These three webinars provide you with a strong foundation for working with emotions in conflict. The first part reviews recent emotions research and bust some common myths about how emotions work. The second part explores how emotions impact on important processes in conflict, including perception and attention, memory, information processing and decision making. Part three covers emotion regulation and expression. You will learn how we can regulate our emotions, individually or with the support of others and discover a range of strategies for emotional regulation. You'll also explore why and how we express emotions, and identify the factors that determine whether an emotional expression is beneficial.

Visit: www.conflictmanagementacademy.com/wod-wcs



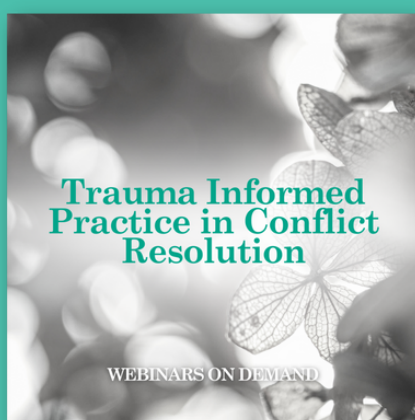
Along with the people involved in conflict, the practitioners supporting them also experience emotions before, during and after any interactions. The practitioners' emotions may have an impact (positive or negative) on the clients, and the reverse is also true – the clients' emotions may have an impact (positive or negative) on the practitioner. Discover the importance of the practitioner's own emotions, and some techniques to work with them to support the work that you do and your own wellbeing.

Visit: <https://www.conflictmanagementacademy.com/wod-pec>



Definitions of emotional intelligence frequently include the ability to accurately recognise others' emotions. Recent research, however, has demonstrated that we can never know for sure what another person is feeling. We also frequently pay attention to the wrong cues, and miss signals that can improve our prediction of another's feelings. Learn more about how we attempt to understand another person's emotions, and how we can improve our ability to do so.

Visit: <https://www.conflictmanagementacademy.com/wod-sef>



There is a lot of talk at the moment about trauma, and the need for a broad range of practitioners to ensure that their practice is "trauma-informed". This includes anyone who works with people who may have experienced trauma, not just those who provide therapeutic services to survivors of trauma. People who provide conflict management and resolution services are likely to have clients who have experienced trauma. This isn't limited to practitioners working with families with a history of violence. Anyone who comes for support with conflict may have experienced trauma in their lives. Find out how to ensure that your practice is trauma informed, to protect those clients and practitioners working with them.

Visit: www.conflictmanagementacademy.com/wod-tip



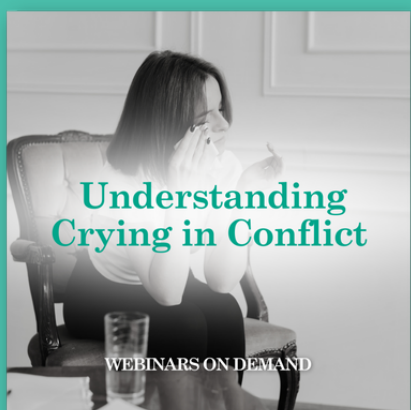
When I ask people which emotion they find most challenging to work with in conflict situations, they almost always say anger. Part of the reason that people struggle with anger is that they don't really understand it well – why and how it arises, how it tends to impact on behaviour, and how we can actually work WITH it, rather than against it, to promote constructive conflict engagement. That's what this webinar is all about! Explore the emotion of anger, why it arises and how it typically impacts on conflict. Take away tools and strategies to better manage anger in conflict situations.

Visit: www.conflictmanagementacademy.com/wod-uac



People in conflict need to be given the opportunity to properly prepare for mediation. To be truly effective, this means much more than providing them with information and a few questions to consider before the process starts. For mediation to achieve meaningful and lasting results, parties need to enter into the process with a constructive conflict mindset. Find out how pre-mediation coaching can significantly improve the outcomes of mediation, far beyond simply getting an agreement, by supporting the people involved to think about the conflict differently, and to embrace their role in a more peaceful future.

Visit: www.conflictmanagementacademy.com/wod-pmc



Crying. We've all done it at least sometime in our lives. It's surprisingly common in conflict situations. For practitioners who work with people in conflict, it's often one of the situations in which we have to decide how we should respond. Someone is crying in front of us. What are our choices? In this webinar, you will learn all about how and why adults cry, and in what circumstances different interventions might be helpful.

Visit: www.conflictmanagementacademy.com/wod-cic



We naturally create stories to help us make meaning of our world, but in conflict situations the kinds of stories we typically tell ourselves can actually make it harder for us to manage and resolve the conflict constructively. In this session you will learn about two typical types of conflict stories – one in which people are stuck and miserable, and another in which people develop resilience and choices. Most importantly, you will discover the six shifts that people who are trapped in a dysfunctional conflict story need to make in order to respond to conflict more constructively. You will leave the session with some simple coaching tools to help a client explore their conflict story and become the hero of their future.

Visit: www.conflictmanagementacademy.com/wod-wcs



Leading Through Conflict

WEBINARS ON DEMAND

It's easy to lead when everything's going smoothly. The real test for a leader is how they respond to conflict. In this webinar you will explore what exceptional leaders do to lead their team through conflict, and to make it a positive, learning experience.

Visit: <https://www.conflictmanagementacademy.com/wod-ltc>

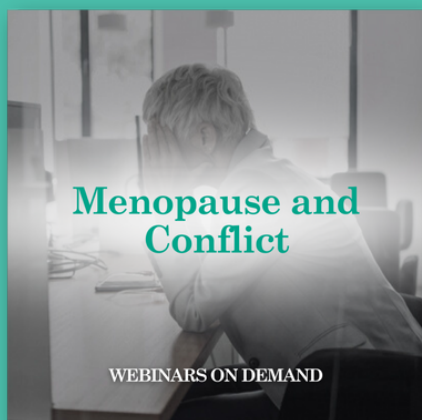


Intertemporal Choice in Conflict

WEBINARS ON DEMAND

An intertemporal choice is one in which our decision has different consequences as time unfolds. This may be that a short term gain leads to longer term downsides, or vice versa. Many of the choices we have to make in conflict situations are intertemporal ones. For example, we may avoid the conflict now so we don't have to face the other person, but in the long term this just makes the conflict worse. In this webinar you will explore examples of intertemporal choice in conflict and how we can help people consider both the short and long term before making their decision.

Visit: <https://www.conflictmanagementacademy.com/wod-icc>



Menopause and Conflict

WEBINARS ON DEMAND

Carol Bowen will unravel the intricate links between menopause and conflict, shedding light on the physiological, psychological, and emotional changes that occur during menopause. Discover the influence of fluctuating hormones and their potential impact on productivity, communication and conflict in the workplace. Discover practical strategies for women and their employers to navigate the challenges and conflicts that may arise during the menopausal transition.

Visit: <https://www.conflictmanagementacademy.com/wod-mac>



What Does It Mean to Have a Constructive Conflict Mindset?

WEBINARS ON DEMAND

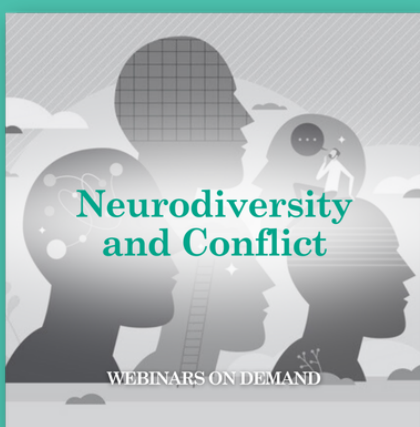
In order to manage conflict effectively, and hopefully resolve it, we need certain skills such as listening and the ability to take other people's perspectives. However, what makes us able to use those skills is our mindset. If we do not have a constructive conflict mindset, no amount of skills training is going to be effective. In this webinar you will learn the elements of a constructive conflict mindset and how to develop it, so that people can engage in conflict constructively.

Visit: <https://www.conflictmanagementacademy.com/wod-ccm>



Transformative mediation is an approach to managing conflict that many people have heard about, but that is frequently misunderstood. In this webinar we explore the transformative approach to conflict and examine how transformative mediation works in practice. We consider the purpose and the interventions that are used, and why they are different from what happens in facilitative mediation.

Visit: <https://www.conflictmanagementacademy.com/wod-tac>



Join conflict specialist and neuroinclusive practitioner Danielle Hutchinson in an enlightening session that will explore how individuals with divergent cognitive, sensory, and social abilities often experience conflict, and how practitioners can harness this uniqueness to support effective conflict management and resolution. The session will include references to the most current research, engaging case studies, and will provide you with practical strategies for ensuring that your practice is neuroinclusive.

Visit: <https://www.conflictmanagementacademy.com/wod-nac>



At a time when generational conflict, from work attitudes to cancel culture to “OK, Boomer” is at a level not seen since the 1960s, separating the myths from the reality of generations is more important than ever (Jean Twenge, Generations, 2023). In this webinar you will explore the influences on the different generations that may impact on how they engage in conflict, discover the typical themes that emerge in intergenerational conflict, and take away some tips to harness the benefits of diverse generations while minimising the risk of unhelpful conflict.

Visit: <https://www.conflictmanagementacademy.com/wod-igc>



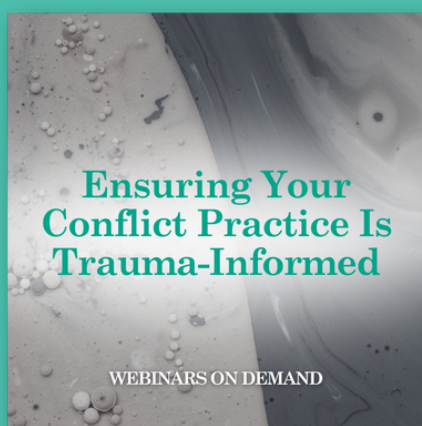
Unlock the power of intuition in coaching and mediation. Discover how harnessing your innate wisdom can elevate your skills. Develop the ability to identify opportunities for intuition, and learn a range of strategies for using your intuition effectively, allowing you to navigate complex situations with confidence and insight.

Visit: <https://www.conflictmanagementacademy.com/wod-icr>



This is an edited version of a live workshop on using creativity to reflect on conflict. The webinar is an invitation to intentionally experiment with and apply your creativity to reflect on conflict. Gain new insights into your conflict by using creative techniques such as imagery, artefacts and storytelling.

Visit: <https://www.conflictmanagementacademy.com/wod-cac>



Providing people with a safe space to hear and be heard are cornerstones of effective conflict resolution. Therefore, trauma-informed practice is essential. Learn how to work with clients with curiosity and develop insight into the profound impact of trauma on individuals and communities. Gain an understanding of how trauma shapes perceptions, reactions, and interactions during conflict. Discover how to ensure that your practice is trauma-informed so that you can provide a safe and supportive service.

Visit: <https://www.conflictmanagementacademy.com/wod-tip>



The use of conflict coaching is increasing in a range of contexts, particularly in workplace conflict. There is, however, considerable scope to develop the use of conflict coaching in other contexts, and for mediators to add coaching knowledge and skills to their practice. In this webinar you will develop an understanding of conflict coaching and how it compares to other processes, particularly in relation to the role of the coach and the kinds of interventions used. You will also consider the benefits of using coaching before, during and after mediation to enhance mediation outcomes.

Visit: <https://www.conflictmanagementacademy.com/wod-ucc>



In conflict, curiosity is essential! Conflict resolution practitioners are usually well trained in asking curious questions. However, while curious practitioners are terrific, it's even better if we can encourage the clients we work with to become curious about (1) the other person; (2) the conflict; and (3) themselves. If we are going to support clients to become curious, we need to understand what makes people curious, how curiosity works, and what conditions promote or impede it. In this first part of the Curiosity Webinar Series we explore the fundamentals of curiosity.

Visit: <https://www.conflictmanagementacademy.com/wod-ecc>



Delve into the transformative power of perspective taking in resolving conflicts. In a world where diverse opinions and competing interests are inevitable, the ability to empathize and understand different viewpoints is a crucial skill. Explore how perspective taking works, examine its limitations, and discover practical strategies and insightful techniques that will empower you to support your clients to be able to see things from different perspectives for increased understanding.

Visit: <https://www.conflictmanagementacademy.com/wod-ptc>



Whether you're seeking guidance on navigating the conflict resolution industry, setting up a new practice, or developing your existing business, this webinar is for you. We'll be revealing ten top tips that are crucial for your success—insights that go beyond the classroom and delve into the practical aspects of building a thriving practice. Topics include navigating the complexities of setting up your practice, mastering the art of client acquisition, marketing your services, and more!

Visit: <https://www.conflictmanagementacademy.com/wod-tnp>



In this session, you will be introduced to a planned approach to conflict engagement (PACE framework) as a distinct approach to dealing with enduring conflicts. You will learn about what makes some conflicts ongoing and resistant to resolution – we call these conflicts “enduring”. You will leave the session with knowledge of some practical tools to help clients, or yourself, more effectively manage enduring conflicts. These practical tools focus on turning avoidance into engagement; developing constructive conflict narratives; awareness of effective communication strategies; how to use agreements, power, and escalation wisely; and, developing a sustainable engagement approach.

Visit: <https://www.conflictmanagementacademy.com/wod-pace>



Trust and its counterpart distrust are at the heart of every human interaction and every conflict. Join us to explore the complexities of trust, and why we trust some people but remain wary of others. Discover how we make decisions to trust or not to trust someone. Learn practical tools to support clients to navigate conflict when trust has been broken, and to rebuild trust to foster constructive interactions.

Visit: <https://www.conflictmanagementacademy.com/wod-rebuilding-trust-in-conflict-registration/>



This webinar is designed exclusively for conflict resolution practitioners, focusing on creating an inclusive client experience from start to finish. Learn how to design your services to be accessible to all by incorporating flexibility, offering tailored suggestions, and accommodating diverse needs without requiring justification. Discover practical strategies and examples to seamlessly integrate these accommodations into your normal processes, ensuring every client feels valued and understood.

Visit: <https://www.conflictmanagementacademy.com/webinar-on-demand-inclusive-practice-registration/>



Are you considering making video content for social media? Or presenting webinars or training sessions for clients? Perhaps doing some keynote speeches or presentations? As well as having great content, it's essential that you understand your personal style of speech and embrace it to make the most impact & connect with audiences (big, small or online). In this webinar, Suzanne Waldron and Mo Macrae will share with you strategies to better understand your public speaking style, as well as tricks to enhance it. Leave this session ready to be clearer and more engaging when you speak, and also prepared to prevent nerves getting the better of you.

Visit: <https://www.conflictmanagementacademy.com/webinar-finding-your-voice-registration/>



The appropriateness of mediating where workplace bullying practices have been alleged has long been debated. In this webinar Narrative Mediator Debbie Dunn shares her many years experience where the narrative approach has successfully led to some surprising outcomes where a complaint of bullying has been made.

Visit: <https://www.conflictmanagementacademy.com/webinar-a-new-approach-to-mediating-bullying-complaints-registration/>

The CMA runs live online hypotheticals as part of its Mediator Dilemmas Series. These are especially challenging case studies presented by senior practitioners. Attendees discuss the case studies in stages and hypothesize how they would have responded to each event. They then discover how the mediator actually responded at each step of the way, and the actual outcomes. These sessions have been likened to 'CSI' meets 'choose-your-own-adventure' meets mediation! Participants find them highly engaging and valuable.



The mediator's dilemma series

REAL PRACTICE LAB

A glowing yellow lightbulb with radiating lines, positioned to the right of the word 'REAL' in the 'REAL PRACTICE LAB' header.

The REAL Practice Lab provides an opportunity for everyone from newly trained students to experienced practitioners to practice their mediation / coaching skills and observe others in practice. Members of the REAL Practice Lab can book a practice session using our members directory, and use the virtual lab to record their mediation or coaching session. Everyone is then provided with a link to the recording and a transcript, and this is added to the REAL Practice Lab library. Members can then view the sessions, provide feedback, ask questions and discuss the session with peers and experienced practitioners. Individual mentoring is also available from senior practitioners. The REAL Practice Lab provides a terrific opportunity to practice, observe, and receive feedback and experience in a safe and supportive environment. So far we have a really interesting collection of recorded role plays, including facilitative, transformative and narrative mediation sessions and conflict coaching sessions, and the library is growing all the time.



Take your conflict leadership to the next level with Conflict Management Academy's Conflict Leadership Program, combining learning, coaching and reflective practice. Join an engaged community of practice, with leaders from all around the world who are working together to develop their conflict leadership towards artistry.

Dr Samantha Hardy started the CLP program in September 2020 in response to a need from her students graduates and colleagues for a way for us to continue to learn and grow and network together.

There are two streams in the program - one is for conflict resolution practitioners, and the other is for managers and leaders who manage conflict as part of their work role. Some people are not exactly in either group, but are keen to develop their competence and confidence in managing conflict with a view to using it in their work roles and perhaps developing a practice in the future.

CLP members currently include people from Australia, New Zealand, South Africa, Europe, Canada, Saudi Arabia, and the USA. CLP members' backgrounds include some leadership consultants, mediators/FDRPs, in-house dispute resolution managers, human resources professionals, medical senior managers, a church minister, senior nurses and doctors, and academics.

You can see some video clips of CLP members talking about what they gain from the program on the website!



Visit:

www.conflictmanagementacademy.com/clp



"CLP group coaching sessions help me to develop a better understanding of myself and others, which I use as part of my self-reflective practice. I find that the sessions assist in evaluating my own thoughts and actions and enhance creative thinking skills, which encourages active engagement in my work processes. The Conflict Leadership Program group sessions help unleash my potential in working towards artistry."

Simon Howden, Conflict Specialist, Australia

I love my CLP group and our discussions. I even love having the videos afterwards for review or if I had to miss one. I do review these because of the richness and depth of our discussions. I value Conflict Management Academy and the difference it has made to my ability to deal with my own stress around conflict and my skills in leading through conflict in many volatile settings. I am able to be more of a practitioner through an adult learning model of experience, reflection and group learning.

Rev. Steph McClellan, United Church, Canada.

The REAL conflict coaching model has revolutionized my approach to conflict in general, and also my approach to supporting and developing healthcare leaders of today and the future. The central focus on relationships, helping people to establish clarity of their issues, working within their real-life context and developing their competence and confidence to address their own issues... it is about building people, their understanding and their skills. Introducing the construct of conflict competence in a healthcare environment has been transformative, not only for me as a practitioner, but now also the people who I have trained, based on the understandings and practices I have developed under Sam's tutelage.

Professor Andrew Johnson, Resilient Healthcare, Australia

I found the course material to be highly relevant and the process to be very enjoyable. Sam has created an online learning experience that feels very personal, which makes it easy to stay engaged and retain the information and insights shared.

Megan Lewis, Director and Co-Owner, The Resolution Network, Australia

Through her years of practice and education, Sam pioneered the 'REAL Conflict Coaching System', which addressed a real need for a theoretical and practically informed framework to support conflict specialists to work with clients in a one-on-one environment. Her innovative coaching model and subsequent training packages to teach the model to prospective coaches have contributed significantly to the advancement of theory and practice of conflict management and resolution, and the quality and breadth of trained conflict coaches in Australia and internationally.

Claire Holland and Judith Rafferty, Conflict Management and Resolution Program, James Cook University, Australia

The reason I decided to take this course was because I wanted to enhance my social work skills, particularly in the area of conflict management and resolution. It was probably one of the best courses that I've done, especially when I reflect on courses that I've had at University studying social work, this was fantastic. The REAL coaching method is a practical step by step approach to conflict resolution and conflict management. I thought that the content was very relevant, it was supported by evidence based practical information that any practitioner would find immensely helpful and useful.

Nicole Carter, Social Worker in private practice, Australia

The REAL Conflict Coach training is something that can really be used over time. It's a great resource to have and I believe that it's definitely worth the registration cost because it's not something that you can get anywhere else. It's everything that you need to know in a nutshell, plus the foundation, plus a wonderful instructor! It's an investment, but it's one that is definitely worth making because once you have it and you have the information, you can use it for 50 years. It really will, I think, stand the test of time and can be used in any setting.

Faith Altman, Office of Conflict Resolution, New York City Department of Health

The online interface allowed me to go through the training at my own pace and in my own hours, and though it could be a solitary experience, if you want it to be, the Conflict Management Academy community is quite broad and friendly and supportive. The material as presented online, follows a logical sequence and is comprehensive. Not only is the training itself fun, but actually undertaking activities as a conflict coach, professionally and also surreptitiously in personal life is also quite gratifying. The skill set provided by Dr. Hardy's course enables me and other coaches to be part of a positive positive change enabling our clients to move forward. Dr. Hardy is quite responsive and supportive throughout the training program process and afterwards, there is a strong ethical underpinning to the whole program.

Dr Andrew Dilley, Paediatric Surgeon, Sydney, Australia

A positive and enlightening experience. I would strongly recommend the REAL Conflict Coaching course to anyone who wants to learn a highly practical and well developed method to help people manage their conflicts in a positive manner.

John D'Alessandro, Psychologist, Australia

I was really impressed by your manner in presenting; it consistently matched so well the coaching intent and content (walk the talk). Your presence in the room, I found, was calm and clear and you could respond fairly and interestingly to all the questions and challenges that were put to you by the participants. By the end of the 4 days I realised the course had served me well; it reminded me to step back more and wait and let the client 'join up their own dots' – things I know well in therapy but get slack with sometimes. This is the artful work that needs constant refining. So many thanks to you.

Nita Koukedes, Relationship and Family Counsellor, CatholicCare NSW

The content was engaging, well researched, and pertinent to helping develop my professional skills. One of the things I liked most was that it wasn't all theory based, but was developed by a practitioner who had lived experience in applying the skills.

I found the online format motivating and the ability to undertake the course in bite size chunks really helpful in working into my schedule. The mix of visual presentations, reading and practical requirements appealed to all aspects of my learning style.

The course is a must do for anyone working in alternative dispute resolution. It would also benefit anyone in a leadership role or aspiring to a leadership role, as it provides a great foundation for understanding conflict behaviour and how to help people deal with conflict.

Deb Black, Blackforrest Consulting, Australia

What struck me initially and still inspires me is the way Dr Samantha Hardy's professionalism and extensive subject matter knowledge is translated and delivered in such a personable manner... she provided support, feedback and guidance in such an encouraging manner that it added to the learning experience. In fact, I would say that it was a pivotal moment in my professional career.

As a psychologist for over 35 years, a former police negotiator, counter terrorist negotiator, accredited mediator and certified coach, I easily identify that course and Dr Hardy's teaching style as the best learning experience I have ever had.

The REAL Coaching Model developed by Dr Hardy is not only innovative and effective, but is based on evidence and practice. Since being accredited in the use of this model, I continually use it in my professional domain and find it extremely effective when applied.

Kieran Plasto, Managing Director, Resolvare, Australia



Samantha Hardy PhD

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Dr Samantha Hardy is the Director and Lead Trainer of the Conflict Management Academy.

She is an experienced mediator and conflict coach and the founder of the REAL Conflict Coaching System™. She provides conflict support to managers and leaders across the world. She also provides professional development training, supervision and mentorship to mediators and coaches who work with clients in conflict.

Sam has been accredited as a mediator under the Australian National Mediation Accreditation System and is a Certified Transformative Mediator by the US Institute of Conflict Transformation. She is a Certified Narrative Coach.

In 2021 Sam was awarded the Australian Resolution Institute Award for Service to Dispute Resolution for her leadership and innovation in the field. She was also awarded 2022 Conflict Coach of the Year at the Australian Dispute Resolution Awards.

Sam holds a PhD in Law and Conflict Resolution, as well as other postgraduate qualifications in adult education.

Sam is a well-known trainer and university educator, holding adjunct appointments at a number of universities in Australia, Hong Kong, Singapore and the USA.

Sam has also published widely in conflict resolution, including her books *Dispute Resolution in Australia*, *Mediation for Lawyers* and *Conflict Coaching Fundamentals: Working with Conflict Stories*.





Judith Rafferty PhD

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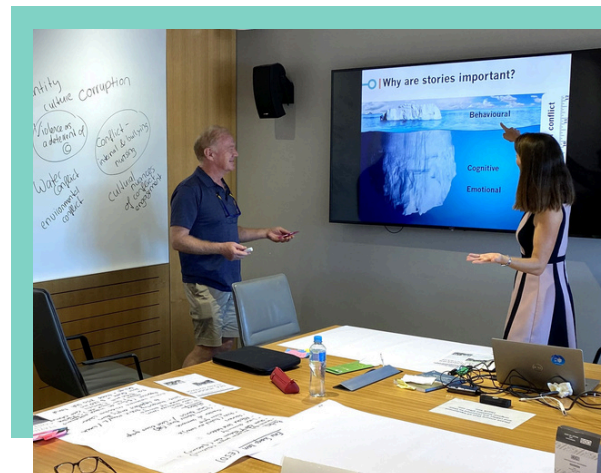
Dr Judith Rafferty is a distinguished ‘pracademic’, integrating 12 years of experience in conflict resolution practice, research, and education spanning Australia and abroad.

Since 2011, she has been practicing as a conflict management specialist through her own business and as a mediator at the Cairns Dispute Resolution Centre.

In her past role as Senior Lecturer (2012 – 2023) and Director of the postgraduate Conflict Management and Resolution program at James Cook University (2014 – 2017), Judith has significantly enhanced curriculum development in conflict studies and provided conflict management training across various sectors, including face-to-face, online and in blended mode. She has also created multiple training resources and practical tools to assist individuals in analysing and engaging constructively in complex conflict situations.

Judith has conducted research in Rwanda, project-based work in the Central African Republic, and is an internationally respected researcher with notable expertise in qualitative studies with vulnerable populations in international conflict and post-conflict settings.

She holds a PhD in Conflict Resolution, a Master of Conflict and Dispute Resolution, a Graduate Business Administrator Diploma, and a Graduate Certificate in Psychology.





Claire Holland

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Claire is a highly skilled conflict specialist with global experience in mediation, group facilitation, coaching, and training.

As the Director of the Conflict Management and Resolution Program at James Cook University (2017 – 2023), with 10 years as a conflict management practitioner and academic; ‘pracademic’ (2013 – 2023) and two dedicated years as an international conflict specialist (2011 – 2013) Claire has significantly influenced and contributed to theory, practice, education, and scholarship in the dispute resolution and conflict management field.

She has successfully developed and implemented processes and support tools in her multiple roles as a project-based consultant advising, supporting, training, and building capacity of individuals and groups to better manage conflict.

Claire possesses extensive expertise in education, curriculum development, online and face-to-face learning, fostering leadership development, and capacity building in educational, workplace, and community settings globally.

She has worked in complex and protracted settings on the Thailand-Myanmar border and in the Philippines, as well as project-based work in the Solomon Islands.

Claire is a PhD candidate, holds a Master of Mediation and Conflict Resolution, Graduate Certificate of Education, and a Bachelor of Economics and Bachelor of Laws.





Carol Bowen

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Carol possesses a wealth of expertise and knowledge in conflict management with a strong focus on delivering successful business outcomes when conflicts arise.

She is highly regarded for her deep understanding of human conflict and relationships, which has led to a high degree of success in her mediation, coaching, and training engagements. Carol is dedicated to mentoring conflict management professionals, and she currently facilitates conflict leadership groups through the Conflict Management Academy.

Carol's approach to her work emphasises early intervention as a pivotal conflict management strategy, and she has experience in designing, developing, and implementing in-house dispute resolution and complaint management systems. Some key highlights include the co-design and delivery of training in negotiation skills for the United Nations (Military Experts on Mission) for which she received a commendation.

Carol is a Nationally Accredited (Advanced) Mediator, a CINERGY™ and REAL™ Conflict Management Coach; A Fellow Mediator, Mentor and Assessor (Resolution Institute), a Group Facilitator, a Restorative Engagement Facilitator and Coach; an Interactive Problem-Solving Coach and a Conflict Resolution Trainer.

Carol holds an RI award for significant contribution to dispute resolution and creative adaption of dispute resolution to meet specific needs, and was a finalist for Conflict Coach of the Year in the 2022 Australian Dispute Resolution Awards.





Megan Lewis

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Megan has been providing professional conflict resolution services on the mid north coast of NSW since 2011 and established The Resolution Network in 2013.

Prior to embarking on a formal career in mediation, Megan spent 18 years working as a communicator across a range of industries and held managerial positions in the corporate and not-for-profit sectors with responsibilities across Australia, New Zealand and Asia.

Megan is passionate about helping people find solutions and make well-informed choices for their future when they find themselves in conflict. In addition to mediation services, Megan provides communication coaching and small group training.

She has a Bachelor of Arts (Sydney University), a Post-graduate Certificate in Asian Sustainable Development (Murdoch University), a Vocational Graduate Diploma of Family Dispute Resolution (Bond University) and a Certificate IV in Training and Assessment.

In recognition of her commitment to her profession, Megan has won several awards including:

- 2014 LEADR Practitioner Award for “Significant Contribution to Dispute Resolution”
- 2014 Winner of Business Leader, Manning Gloucester Great Lakes Business Awards
- 2014 Winner of Best Start Up, Manning Gloucester Great Lakes Business Awards
- 2012 “Outstanding Achievement – Start Up Business”, Manning Valley Business Awards (for MidCoast Mediation)





Luci Fittler

Luci is a passionate, qualified HR practitioner with over 20 years' experience across all areas of HR and the employee lifecycle, including change management, performance and conduct, employee & industrial relations and workforce planning.

Over 6 years ago Luci landed her dream HR role. As a Senior People Business Partner, Luci has become a trusted advisor to Senior Leaders, including C-Suite Executives, and works with individuals and Teams to deliver people centred services that contribute to achieving strategic goals & business priorities; build leadership capability; enhance workforce alignment, and strengthen employee engagement.

Luci holds a Bachelor of Business with majors in Management and Human Resource Management (Charles Sturt University) and a Certificate IV Public Relations (TAFE NSW). She is a qualified REAL Conflict Coach through our very own Conflict Management Academy and is an accredited Trainer in Crucial Conversations with Crucial Learning (nee. Vital Smarts). She's an experienced coach, trainer and really enjoys the opportunity to facilitate team building sessions.



Jess Harris

Jess is a human services practitioner having worked in both the government and non-government sectors for the past 18 years. She has experience working across a diverse range of fields including youth justice and recidivism prevention, early-intervention and crisis homelessness support, disability advocacy, elder abuse, family violence, and mental health with a particular focus on supporting deinstitutionalisation and community integration.

Jess holds several undergraduate and postgraduate qualifications including in journalism, human services, social impact assessment, and emergency and disaster management. Most recently she completed a Graduate Certificate in Conflict Management and Resolution at James Cook University, through which she obtained my Conflict Management Academy: REAL Conflict Coaching accreditation.

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VISIT OUR WEBSITE

We change the way people think about conflict,
so they can change the way they manage it.

WHAT WE DO

CCI Academy is where people learn from their own experiences as well as from experts. Where learning is practical and fun, but also based on solid evidence and research.



Training



Leadership Program



Coaching



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